



# PARENT HANDBOOK

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**Please note**

For Parent	read Parent/Carer
For CCCS	read Centacare Child Care Services
For Child	read children (as applicable)
For OSHC	read Outside School Hours Care
For OECEC	read Office for Early Childhood Education and Care

Welcome to OSHC,

Outside School Hours Care services in the Brisbane Catholic Archdiocese are managed by Centacare Child Care Services for and on behalf of Catholic Parishes at Parish Schools and in agreement with Brisbane Catholic Education at Archdiocesan Schools.

The service is an approved child care service and receives Child Care Benefit (CCB) funding through the Department of Education, Employment and Workplace Relations under the legal entity, The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane.

The service aims to provide care for school aged children attending the program before and after school and during the school holidays (as applicable). It is through the dedication of our staff that a safe, caring and fun recreational environment can be provided.

As a licensed service, OSHC is required to comply with the Child Care Act 2002 and the Child Care Regulation 2003 and this is achieved with the support and guidance of a Regional Coordinator from Centacare Child Care Services.

Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition into school aged care.

The policies and procedures under which the service operates are available upon request from your service as are the Child Care Act 2002 and Child Care Regulations 2003.

**[Refer to Parent Information Fact Sheet 6 – Vision, Mission & Values and Philosophy and Goals for CCCS and OSHC].**

### **ADVISORY COMMITTEE**

CCCS and OSHC believe that parent/carer input into the service is vital to the ongoing success of the services operation and delivery of care. Parent participation on the Advisory Committee is welcomed and encouraged.

The Advisory Committee aims to ensure that effective communication exists between all key stakeholders of the OSHC. Relevant information pertaining to the service may be tabled at the Advisory Committee Meeting or to the local Parish Council and or other key bodies where applicable. Liaison with the school Principal occurs both formally and informally in an open and effective way on an as needs basis.

### **MEMBERS OF THE ADVISORY COMMITTEE**

Members consist of:

- Parents whose children are attending the service;
  - Representative(s) of the Parish Priest (if he requests same) or Parish Council member;
  - School Principal or his/her nominee with OSHC service;
  - P & F Association – if active in parish/school community and at the discretion of school Principal/Parish Priest.
  - The Coordinator and Assistant Coordinator and in normal circumstances the Regional Coordinator;
  - Other interested stakeholders in the local community.
- The Advisory Committee acts to provide advice and support to the service and Centacare in relation to local issues and the service benefits from wide participation by parents in these meetings
  - All parents are welcome and are encouraged to attend. These meetings are usually held quarterly, and are advertised beforehand.

### **FUNCTIONS OF THE ADVISORY COMMITTEE**

- To liaise with the Parish Priest, local parish community (where applicable), School and other relevant bodies so that mutual understanding of the OSHC exists and opportunities to work together are identified.

- To assist management to identify any particular needs or issues relevant to the service and assist in the development of solutions.

## FAMILIES & COMMUNITY

### **ENROLMENT AND ORIENTATION**

#### **FAMILIES**

On return of the enrolment and booking form and payment of the enrolment fee [***Refer to Parent Information Fact Sheet 2 – Enrolment & Orientation and Fact Sheet 3 – Fees and payments***] the Coordinator will verbally discuss with each family the general operations of the service, highlighting various aspects of the program. This orientation may include but is not limited to, the layout of service, sign in/out procedures, fee payment options, location of the parent area, participation in the service Advisory Committee, introduction of staff, and family code of conduct and parent concern procedures.

***If required, service information and other relevant community information can be translated.*** Please speak to the Coordinator if you should require this for yourself or any member of the enrolled child's family.

#### **CHILDREN**

Upon commencement at the service your child will be shown around the service. Important areas will be highlighted including the location of toilets, bubblers, boundaries, food storage and equipment and also behaviour expectations. All staff will be introduced to the child, as will other children within the group. The grievance procedure will also be explained so that children will feel at ease to openly communicate with staff regarding issues or concerns that may arise.

### **PARENT INVOLVEMENT**

Our service has an open door policy, which means you are most welcome to come and spend time with your child. The staff will work with you and your child to ensure they feel safe, happy and welcome at the service.

As parents you are welcome to visit during hours of operation to ensure confidence in the service provided. A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or comments you may have.

Your involvement in the service can vary depending on your availability and provides much needed resources for the service for e.g. being involved in working bees, donations or being a member of the Advisory Committee.

As parents of children enrolled at our OSHC, staff recognises that you are the primary carers of your child. The participation of parents in the service's Advisory Committee can help ensure that the service is responsive to the needs and desires of parents.

### **PARENT RIGHTS**

- To know that your child is in a safe and welcoming care environment;
- To visit the service;
- To expect support in your role as the primary carer of your child;
- To be aware of the services philosophy and goals;
- To be aware of the policies and procedures that oversee the operation of the service;
- To be involved in the growth and development of the service and provide feedback;
- To receive regular information from the service be it by print or electronic media;
- To collaborate and consult with service staff regarding your child in a confidential environment;
- To participate on the Advisory Committee;
- To receive information on workshops, functions for/of the service and any other information which may be of benefit to your family or impact on care practices in relation to your child in care;
- To express concerns according to service policy, and have these addressed in a timely and respectful manner;
- To be greeted by staff, volunteers and others associated with the service in a warm and welcoming manner;
- To have access to the records kept in relation to your child;
- To view up to date information on staff qualifications;
- To receive information on programs, equipment and resources

- To view menu [if applicable] and provide feedback;
- To view the current Certificate of Accreditation and Licence
- To be involved in the Accreditation process
- To be informed of any continuous improvement plans

***Should you have any concerns in relation to these parent rights, please do not hesitate to provide us with your feedback or avail yourself of the parent concern procedure.***

### **PARENT RESPONSIBILITIES**

- To support the Philosophy and Goals of the service, Christian Ethos and Values of CCCS;
- To support the service in its endeavours to provide a quality service for all children;
- To be willing to participate on the Advisory Committee;
- To work cooperatively with staff in the development of behaviour management plans [as required];
- To read and be familiar with the services Philosophy and Goals and follow policies and procedures;
- To understand the parent concern procedure and to raise concerns in a timely and respectful manner to the Coordinator and where necessary the Regional Coordinator - CCCS;
- To sign children in and out on a daily basis and to make sure no unauthorised person is sent to collect a child without first contacting the Coordinator;
- To value the individuality and uniqueness of your child and other children attending the service;
- To approach all communication with staff, volunteers and other parents in a friendly and respectful manner;
- To approach the Coordinator of the service if wishing to address a concern involving another child;
- To collect children by the service's closing time;
- To notify staff of any medical/dietary or personal needs of your child through regularly updating your child's enrolment form;
- To notify Coordinator of changes to or cancellations of bookings;
- To make regular payments of fees as per Fee Payment Policy and to ensure account is settled in full at the end of each term.

***Should we have any concerns with your commitment to the responsibilities as listed above, the matter will be addressed in a timely manner by the Coordinator or Regional Coordinator.***

It is essential that all such processes be undertaken in a respectful and professional manner. Signed and dated hard copies of all letters, meeting notes and records of conversations will be kept on file.

### **PARENTS CONCERNS AND FEEDBACK AND PARENT CODE OF CONDUCT**

Upon enrolment parents are given written information encouraging them to develop open communication with OSHC staff. It is a parent's right to contact the Coordinator, or the service's Management and the relevant Government agencies if they have any concerns. All those involved in any grievance procedure are expected to behave in an appropriate manner that respects the dignity of others. In order to ensure confidentiality and to respect the dignity of those involved in the process, discussions relating to a grievance should not be discussed within hearing of children or parents and staff not directly involved.

### **PARENT CONCERNS**

Where a concern is raised, an individual employee will write the details down noting the concern, place, person etc and refer this note with contact details of the person to the Coordinator. The Coordinator shall then arrange for an investigation into the complaint and take necessary action to resolve the complaint.

#### **Procedure**

- If you, as parent have any concerns with the OSHC service, you are asked to address the concern in writing to the Coordinator of the service.

- If you, as parent have any concerns with the Coordinator, you are asked to address the concern in writing to the Regional Co-ordinator, Centacare Child Care Services, PO Box 730, STONES CORNER QLD 4120 or email to [childcare@centacarebrisbane.net.au](mailto:childcare@centacarebrisbane.net.au) attention to the Regional Coordinator.
- If you, as parent/carer have concerns with a staff member you are encouraged to raise the matter with the Coordinator.
- If your concern is not resolved, you can contact the Regional Coordinator at the above address.
- If you consider that the Regional Coordinator did not adequately address the concern, you can contact, in writing, Operations Manager, Centacare Child Care Services, at the above address.
- If dissatisfied with the response of the Operations Manager you may contact the Director, Centacare Child Care Services at the above address.
- In the event that you are not satisfied with the outcome, the Office of Early Childhood, Education and Care, Department of Education, Training and the Arts can be contacted at GPO Box 15033, City East Qld 4002

## **PARENT FEEDBACK**

Coordinators will provide regular opportunities to parents to contribute to the evaluation of the service. This may be in the form of surveys, via a feedback/suggestion box and/or through regular involvement at Advisory Committee meetings. In consultation with CCCS the Coordinator will analyse the results of parent feedback and record and implement any necessary or desirable continuing improvements as appropriate.

We welcome feedback on the following areas;

- The suitability and quality of services offered;
- The planned activities offered to children;
- The service's menu;
- Interactions between staff and children;
- The facilities and equipment in relation to the operating environment;
- Any measures that might be taken to improve methods of communication with parents.

In consultation with CCCS the Coordinator will respond to parents feedback and communicate with parents about any changes made. Management will take seriously parent responses to feedback review and evaluations and communicate with parents about any changes made as a result of their suggestions.

Parents have a right to raise any grievances or concerns about our services or treatment of them at any time during their involvement with the service. Parents are welcome to participate on the Advisory Committee. Please see the Coordinator for more information.

## **PARENT CODE OF CONDUCT**

Parents have a responsibility to support the efforts of staff in maintaining a safe and respectful recreational environment for all children.

Parents should teach their children the importance of honesty, respect for property and respect for the rights of others.

When parents work diligently toward the fulfilment of these obligations, each individual benefits.

Every parent should:

- Support the Christian ethos of the service
- Complete an enrolment form every year
- Notify the service of bookings and any alterations
- Notify the service of any absences due to illness.
- Follow the services absent and cancellation procedures
- Read the parent information flyers and discuss with children
- Participate in the services Advisory Committee and fundraising events
- Work collaboratively with staff to resolve any behavioural problems which may arise.
- Welcome other children of the service, however inappropriate physical contact is discouraged.

- Pay accounts promptly, remember we are a not for profit service.
- Follow the parent Grievance procedure when expressing concerns or complaints to staff.
- Never raise voice in an aggressive manner towards staff or children
- Always speak in respectful tones and use positive language
- Communicate with staff and smile!

### **DISCRIMINATION COMPLAINTS**

CCCS and the service staff will ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a parent or child. Such acts of discrimination will not be tolerated. CCCS will include training on aspects of unlawful discrimination in induction training sessions for new staff.

All staff will treat any complaint by parents concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race or ethnicity, disability, age, religious or political belief.

Where a complaint is raised, a member of staff will record details of the alleged form of discrimination, place, person etc and refer this note with contact details of the person alleging discrimination to the Coordinator. The Coordinator will then arrange for an investigation into the complaint and take necessary action to resolve the complaint.

### **METHODS OF COMMUNICATION**

The service may use a variety of media every term to keep parents informed of changes happening in relation to legislation or service operations, introducing new staff, updating information on staff professional development as well as any other information relevant to OSHC.

From time to time important information will be displayed in the parent information area or in either the service, school or parish newsletters. In our parent area you will find a selection of brochures on various topics relating, but not limited to - child development, child protection, health and nutrition, bullying, inclusion and diversity and community resources. We also encourage parents to look at our collections of pictures and other items of interest created by the children and displayed throughout the service.

### **COMMUNITY INVOLVEMENT**

*[Refer to parent Information Fact Sheet 7 – OSHC in the Community]*

## **CHILDREN**

### **RESPECT FOR CHILDREN**

OSHC is a place where the children, staff and parents are treated as individuals and respected for their cultural and gender differences. Our policy is to include everyone in daily programmed activities and to meet the needs of each child and family within the equipment, resources and facilities available.

The dignity and rights of the child are to be respected at all times. The service promotes the use of positive behaviour management techniques when guiding a child's behaviour such as encouragement, appreciation and modelling appropriate behaviour.

Physical, verbal or emotional punishment including corporal punishment or discipline that humiliates, frightens or threatens a child is totally unacceptable and will not be permitted or justified as a behaviour management technique.

The service endeavours to:

- Provide a child care environment that enhances the mental and physical health of the child, stimulates the child's involvement in activities and encourages self-esteem and a sense of achievement
- Provide choices to help the child be a part of the decision-making process
- Provide children with uninterrupted play periods where they can become fully involved in and complete activities
- Ensure that interactions with the children in care are always consistent, harmonious, fair, warm and sensitive. They will encourage the child to learn about their own rights and develop a respect for the rights of others
- Ensure staff instructions are positive and age appropriate (e.g. please walk instead of don't run)
- Maintain a stable routine and give the children advance notice of what will be happening next



- Ensure confidentiality (and that children are not within hearing) when discussing a child's behaviour with the parent or Coordinator
- Ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images.

### **INCLUSION AND DIVERSITY**

- Provide a variety of activities that encourages the participation of all children
- Be aware of the children's environment and individual social needs
- Cater for children from all cultural backgrounds that may have special food and communication requirements
- Encourage interaction between gender groups in a positive way with organised activities and games
- Encourage children to work together and to help each other with activities and routines
- Provide a wide variety of material (appropriate to developmental stage) in sufficient number to ensure the child is not expected to wait for long periods of time for a turn
- Cater, where possible for children with special needs, including staffing changes and special requirements associated with their care.

### **STAFF INTERACTIONS AND RELATIONSHIPS WITH CHILDREN**

The service aims to provide for children a responsive and inclusive environment where the staff relates to children in a friendly and respectful manner. Staff interactions with children are further developed through program implementation and daily communication.

At the beginning and throughout the year, children are given the opportunity to develop the choices they believe will best enable them to enjoy a safe and happy space. A copy of these choices will be displayed within the service for staff and volunteers, parents, visitors and children to view.

### **CHILDREN'S RIGHTS**

- To a warm, caring atmosphere where they will be seen as unique;
- To have fun and feel comfortable in themselves and with others;
- To be treated justly, fairly and sensitively;
- To be acknowledged for their achievements;
- To be treated with courtesy and respect;
- To be treated consistently and equitably by their carers;
- To play and be challenged in a safe environment;
- To be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program;

### **CHILDREN'S RESPONSIBILITIES**

- To be courteous and respectful to all children, staff, parents and visitors to our service;
- To participate in activities with an attitude aimed towards having fun;
- To show care for belongings whether their own, others or belonging to the service;
- To co-operate with staff and fellow students to further improve the quality of time-shared together;
- To remember and respect service rules and boundaries whilst at the service.

### **CHILD CONCERNS**

The service respects and supports all children's right to express their concerns and grievances. The children will be informed of the child concern policy and procedures when they first attend the service. Reminders of the procedures will

be ongoing through service newsletters, general group discussion and when children are assembled for information sharing.

Staff will actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the services operation during planned and spontaneous activities.

The OSHC will employ a number of staff who have a sound knowledge of child development and who continuously update their skills through professional development to ensure they are able to support children to express their ideas and opinions by guiding them through the various age appropriate feedback mechanisms in a safe environment.

**All ideas and opinions/ feedback collected from children are respected and may be used in program and service evaluation. Children's concerns and feedback will be acknowledged.**

## **BULLYING**

All children have the right to attend the service free from bullying and/or harassment by others. Children who are found to be bullying or harassing others will be dealt with through the service's behaviour management process ***[Refer to Parent Information Fact Sheet 8 – Behaviour support & Guidance]***

## **CHILD PROTECTION AND REPORTING**

Every effort will be made to protect the physical and emotional wellbeing of the children in our care.

Suspicion of child abuse and the process of deciding whether to report or not, are complex and sensitive issues. The decision of whether or not to report an incident of suspected child abuse will be made by the Coordinator in consultation with Management.

Every action relating to a case of suspected child abuse will have the well being of the child as its main concern.

***[Refer to Parent Information Fact Sheet 9 – Child Protection]*** and additionally <http://www.communities.qld.gov.au/childcare/>

All staff will hold a current Positive Notice Blue Card from the Commission for Children, Young People and Child Guardian or have undergone a criminal history check as appropriate. Copies will be certified by a Justice of the Peace, Commissioner for Declarations, Notary Public or lawyer, must be kept on file.

## **MOBILE PHONES**

It is recognised that some children have mobile phones, however children should not use mobile phones whilst at OSHC.

- All mobile phones are to be handed in to the Coordinator upon arrival at the service for storage in a secure location and will be returned to the child when they are signed out.
- All mobile phones must be clearly labelled with the child's name to ensure the correct phone is returned when the child is signed out.
- If a child needs to use a mobile phone during the course of their attendance at the service they must ask the Coordinator for the use of the service's landline and make the necessary call.
- **If parents need to contact children during the course of the session it is necessary that they do so via the service's land line.**

The purpose of the above is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons.
- Assist with child protection risk management.
- Minimise the risk of theft of mobile phones.
- Ensure the privacy of other children and staff is not breached through the use of mobile phone internet, cameras, videos and other MMS devices.

## **HOMEWORK**

OSHC recognises the importance of homework. Whilst it is the policy of the service that homework is a parent/child responsibility (and an optional afternoon activity) we endeavour to create a time and place whereby homework may be done. Staff **may** assist with homework from time to time depending on numbers and ratios requirements. It is our responsibility to provide-

- Quiet time;
- A well lit area for homework to be undertaken;
- Supervision;
- Equipment e.g. pencils and paper.

Each day we observe quiet time participating in indoor activities or doing homework in the allocated area.

## **Toys**

Children and families are **strongly requested not to bring toys to the service.** The program and Staff take no responsibility for loss or damage to personal items.

If children are required to bring items from home for show & share purposes at school we will endeavour to provide a place for safe storage.

## **LEGISLATIVE REQUIREMENTS (STATE AND FEDERAL)**

Compliance, licensing and regulatory requirements are assessed by the Office of Early Childhood, Education and Care. The service will at all times ensure compliance as outlined in the Childcare Act 2002, Childcare Regulations 2003 and MP5.4 of the Queensland Development Code. This includes:

- Ensuring the service has a current licence (as applicable);
- That conditions of that licence are met at all times;
- That the licence is displayed whilst care is being provided.

## **ENROLMENT**

CCCS, as the Licensee of the OSHC is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation. Children may enrol into any component, before and after school care and vacation care at the commencement of Prep. Children must be at least 4½ years old and attending Prep to attend the program.

Once families have enrolled their child into the program, a yearly enrolment update is to be completed prior to the commencement of each new school year. ***[Refer to Parent Information Fact Sheet 2 – Enrolment & Orientation]***

## **SIGN IN/OUT**

- All children will be signed in and out by an authorised person.
- In addition the authorised person (Staff Member or parent) signing a child in or out on the attendance sheet must:
  - Note the time;
  - Print their name;
  - Sign the entry
- Responsibility for the child begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by an authorised person.
- Staff will ensure that children are only released to person/s so authorised on the enrolment form. If there is any change, the Coordinator will request notification from the parent in writing.
- Where no written authority has been received, permission via telephone may be given for an alternative person to collect the child. The parent must provide the name and description of the person concerned and proof of their identity will be required on arrival.
- No child will be permitted to travel home or to another activity on their own unless written approval is received, or in an emergency, verbal approval. These records (including documentation of verbal approval) are to be kept on file.

## **EXTRA CURRICULAR ACTIVITIES**

**[Refer to Permission Form in Enrolment Package]**

## **ABSENCES**

The custodial parent (including guardian or authorised person) should, if possible, record the arrival and departure times of their child or children attending care. It is best practice for the service to ensure these entries are signed or initialled by the custodial parent at the time of arrival and departure on each day of care. This ensures parents share responsibility for the record of the hours the service reports as child care usage, creates transparency for parents and staff, and can help keep compliance visits, which involve the inspection of records, as brief as possible.

It is also important because information reported in online weekly Attendance Record Reports submitted by services to FaCSIA is used to determine the hours or sessions of care for which CCB and Jobs, Education and Training Child Care fee assistance (JETCCFA) can be paid. Where state or territory legislation allows staff to sign, it is still good practice to ask the parent or guardian to counter-sign regularly (weekly is recommended).

This can be done even in situations where staff or carers are required to take children to and from school and in other circumstances, as agreed with custodial parents (for example, in outside school hours care situations). Services must still ensure that records of attendance, including absences, meet all requirements of applicable state or territory laws.

## **ABSENCE DAYS**

Each child is eligible for CCB for the first 42 absences from care across all approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for that care.

All absence days must be reported on the online weekly Attendance Record Report provided to FaCSIA. It is best practice to separately obtain a parent signature for each absence.

***Taken from - CCMS Child Care Service Handbook -2010–2011. For all approved child care services operating under the Child Care Management System***

## **PRIORITY OF ACCESS GUIDELINES**

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. These guidelines set out the following three levels of priority:

- Priority 1 - a child at risk of serious abuse or neglect;
- Priority 2 - a child of a single Parent/Carer who satisfies, or of parents/carers who both satisfy, the work/training/study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*.
- Priority 3 - any other child.

Within these main categories priority should also be given to the following children in:

- Aboriginal and Torres Strait Islander families;
- Families which include person with a disability;
- Families on low incomes;
- Families from culturally and linguistically diverse backgrounds;
- Socially isolated families;
- Single parent/carers families.

In addition to the above priority of access guidelines it is the preferred practice of CCCS that preference of bookings will be in accordance with the following;

1. The siblings of children currently attending the service
2. Children currently enrolled at the school
3. New families

For more information on Priority of Access Guidelines please refer to [www.familyassist.gov.au](http://www.familyassist.gov.au)

## **EMERGENCY CARE**

***[Refer to Parent Information Fact Sheet 4 – Bookings and Cancellations]***

## **CONFIDENTIALITY**

The service staff will uphold privacy and confidentiality. A copy of the Privacy Statement is included in this handbook.

## **RATIOS AND QUALIFICATIONS**

This section applies at all times childcare is being provided in the course of the service.

It is a legislative requirement that ratios are maintained at a level of 1 carer for each 15 children of school age (including prep).

Of the carers required under this section, there must be at least 1 qualified staff member for each 30 children.

Carers who can be counted as part of the staff child ratio will be –

1. An adult (aged 18 or over); or
2. A 17 year old qualified assistant

Staff in school age care services are required to have the following qualifications:

### ***Group leader (Coordinator/Assistant Coordinator/SCSW) (Section 113(d) of the Regulation)***

- a diploma in community services under the AQF; **or**
- a 2 year qualification in an area of study in the relevant areas of study.

### ***Assistant (Section 112 (d) of the Regulation)***

- a certificate III or IV in community services under the AQF; **or**
- a 1 year qualification in an area of study in the relevant areas of study; **or**
- a qualification for a group leader in a school age care service

All staff will hold a Positive Notice Blue Card from the Commission for Children, Young People and Child Guardian or have undergone a criminal history check as appropriate. ***[For further information on qualifications of staff at your service refer to Parent Information Fact Sheet 10 – Parent information]***

## **SWIMMING**

If children in care are swimming or are likely to swim the staff child ratio will be maintained at 1 adult for each 5 children. Permission from parents will be sought prior to swimming.

## **EXCURSIONS**

On an excursion, the staff child ratio will be maintained at 1 adult for each 8 children. Permission from parents will be sought prior to attendance on excursions.

## **SCHOOL FACILITIES NOT INCLUDED IN LICENSED AREAS**

In accordance with Child Care Regulations if children are moving between a co-located or adjoining child care service and a school (i.e. from OSHC to an unlicensed area of the school such as a tennis court or library) it is necessary for written consent from a parent to be received prior to this excursion. The staff:child ratio will be maintained at 1 adult for each 12 children.

## **FIRST AID FACILITIES AND QUALIFICATIONS**

First aid qualified staff and first aid equipment will be available to children, staff and visitors in the event of an illness or accident.

It is the preferred practice of CCCS that all staff obtain a senior First Aid and CPR certificate within 3 months of gaining employment with OSHC.

A maintained first aid kit is kept at the service in a place that is clearly signed and out of reach of children but easily accessible to the service staff.

At least one staff member qualified in first aid and CPR is required to be on duty at all times while children are in attendance.

Parents are to sign on the enrolments form an authorisation for staff to administer first aid when required.

In the event of an illness or injury to a child, first aid will be administered by a staff member qualified in first aid.

If medical assistance is required, parents will be contacted immediately. In the event that a medical emergency occurs which requires transportation of a child to a medical facility every effort would be made to accompany the child.

If a child is injured during the operation of the service, staff will complete an incident report form as soon as practical and parents are required to sign this form. Should the child receive medical attention a Reporting of Serious Injury Form (Child Care Form 27) is required to be completed and forwarded to CCCS for signing by the Licensee. This form will then be lodged with the OECEC.

## **TRANSPORT**

The service will take steps to ensure that transport utilised for excursion purposes is safe. The service will display a Service Details Form as per Childcare Regulations Amendment 2008.

In order to achieve this the service will request the following in writing from the transport provider:

- Vehicles comply with the *Transport Operations (Road Use Management) Act, 1995*;
- Drivers are appropriately licensed;

In the unlikely event an employee's private vehicle is to be utilised [e.g. as directed by emergency services]:

- Parents must be notified of the make and age of the vehicle;
- Age appropriate, Australian Standard compliant restraints must be in place in the vehicle;
- The following information must be on file:
  - Current and valid Drivers License Number & Expiry Date;
  - Registration, annual proof of road-worthiness, proof of current comprehensive insurance.
  - It is vital that staff using their vehicle for work purposes informs their insurer of the nature of use, otherwise the insurer may refuse to pay for any damages.

This should not be used as a first option for transport.

## **ROSTERS**

Rosters will be displayed in an area accessible to parents. Rosters will contain the following information:

- Number of children (in each group if appropriate);
- Ages of children (by group where appropriate);
- Staff involved (by group where appropriate);
- List of staff holding current 1<sup>st</sup> Aid/CPR;
- Demonstrating presence of 2 staff or alternative arrangements;
- Rest pauses.

## **QUALITY ASSURANCE – ACCREDITATION (NCAC)**

The service will work through a process of continuous improvement, to obtain an optimum standard of "Satisfactory" for all Quality Principles. This process will include:

- The regular review and update of written policies, including a staff and parent handbook;
- Correct implementation of policies;

- Regular reviews of implementation;
- The inclusion of staff, families and children in the review process;
- That stakeholders are aware of the service and CCCS philosophy.

## HEALTH, NUTRITION & WELLBEING

The service aims to work cooperatively with parents to develop a healthy approach to nutrition and hygiene.

- Food in the service will be nutritious, prepared and stored in a safe and hygienic manner.
- The service will also act to control the spread of infectious diseases.
- All attempts will be made to meet the health requirements of all children in the service.
- To minimise risks associated with reheating and cooking foods brought from home the Service will **not** reheat or cook food provided by parents.

### **HANDWASHING**

Hand washing is one of the most important aspects of “**infection control**” in all activities of life. Each person at the service can easily contribute to satisfactory infection control procedures being maintained. Staff and children are expected to wash their hands whenever they are likely to contaminate food. This includes:

- Immediately before working with ready to eat food after handling raw food
- Immediately after using the toilet
- Before they start handling food or go back to handling food after other work
- Immediately after smoking, coughing, sneezing, using a disposable tissue or handkerchief, eating or drinking; and
- After touching their hair, scalp or a body opening and after applying first aid
- Cleaning of food preparation areas
- Cleaning of food storage areas
- Cleaning of food utensils
- Before giving medication
- After handling garbage

### **NUTRITION**

The aim for services providing food is to ensure that nutritious food and drinks are available and enjoyed by the children.

The service will encourage positive learning experiences during meal/snack times where good food habits are developed in a happy, social environment. Should meals/snacks be provided by the service they will be healthy, balanced and varied. The service will provide opportunities for children to experience food from different cultures.

#### **FOOD PROVIDED BY PARENTS**

- At various times during the service's operation, such as morning and afternoon tea during vacation care, parents **may** be required to provide food for their children.
- Parents are encouraged to provide nutritional food that contributes to their child's daily recommended intake (see <http://www.nutritionaustralia.org/> for further details on healthy eating)
- Food provided will be stored at an appropriate temperature.
- Food provided by the Parent will not be reheated/cooked by the service.
- Menus will be displayed at the service. Should you require any further information please read the ***[Refer to Parent Information Fact Sheet 5 – Menu, Snacks & Special Dietary Needs]***

Whilst the service will endeavour to ensure the health and well being of all children in its care, cooperation from the Parents is essential. Up to date information on children's health is part of the enrolment process. Should any changes occur after the child has been enrolled, Parents are required to provide this information.

## **SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS**

The service is supportive of special dietary requirements of children in care. Parents are free to discuss their child's needs, including but not limited to, any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child's dietary requirements.

A regularly updated list of children who have special dietary requirement will be placed in the kitchen/food preparation area for staff to refer too.

Parents will note details of restrictions and/or "special" diets on the enrolment form and where necessary the meal will be supplied from home.

Other parents are not to send food that may endanger those with special dietary needs. Please see your Coordinator for details.

Due to the serious allergic reaction that some products pose to some children who may attend the service we strongly recommend that children are not to consume while in care, products known to contain allergens.

We endeavour to reduce the risk of allergic reactions by removing, to the best of our knowledge, products containing known allergens for cooking and food served by the service. ***[Refer to Parent Information Fact Sheet 5 – Menu, Snacks & Special Dietary Needs]***

## **FOOD STORAGE**

In the interests of storing food in a safe and hygienic manner the following will occur;

### **Dry Storage**

- Non perishable food products should be stored in an area that is no hotter than 24°C
- Storage areas for non perishable raw foods should be well aired and dry.
- Open ingredients should be stored in food containers with air tight lids.

### **Frozen Storage**

- Frozen goods should be stored in a freezer maintained at minus 15°C or below.
- Freezer seals and condensers should be regularly checked and cleaned.

### **Refrigeration**

- Perishable foods should be stored in a cool room that has a temperature of 5°C or lower.
- Condensers and seals should be cleaned and checked on a regular basis.
- Any product that is defrosting or has natural juices should be stored on a drip tray and placed on the bottom shelf below all raw, ready to eat cooked products.
- Food that is cooked and then placed in the refrigerator should be placed in its own separate section, making sure that it is above any raw or defrosting foods.

Staff will discuss with children at the time of orientation safe storage of food whilst at the service.

## **MEDICATION**

Only medicines prescribed and directed by a doctor to be administered during operational hours may be given. It is recommended that where possible medication is administered before or after attending the service.

Medication will **only** be administered if it is:-

- A prescribed medication.
- Accompanied by a letter from a medical practitioner/pharmacist stating the time it is to be administered and, for medications such as rectal valium & epinephrine [Epi-pen™], authorising appropriately trained staff to administer. (Appropriate staff training is to be obtained for the above mentioned medications prior to the child's attendance).
- In its original package with a pharmacist's label that clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.
- Accompanied by an Authorisation to Administer Medication Form signed by the parent.

In addition:-

- All medication will be kept by the Coordinator or Assistant Coordinator and stored in a safe place. Storage should prevent unsupervised access and damage to medicines (some may require refrigeration).



- All medication will be administered and witnessed by an appropriately qualified member of staff.
- All unused medication will be returned to the parent on collection of the child.
- Should your child require ongoing medication e.g. asthma relief etc please provide the Coordinator with a copy of a care plan which includes details of whether the medication is to be self administered or is to be administered with staff assistance.

## **ILLNESS AND INFECTIOUS DISEASES**

Children who arrive at the service from school or who develop while at the service, symptoms of an infectious illness or condition (including head lice), will be isolated from contact with other children as soon as the symptoms are detected and the parent contacted for immediate collection. The child will be monitored by staff. Any child with the symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a Doctor is sighted. Such symptoms may include the following:

- Elevated temperature, flushed colouring, unusual pallor
- Coloured nasal discharge or repeated, severe coughing
- Stomach ache, vomiting or diarrhoea
- Red or discharging eyes or ears
- Undiagnosed skin rashes, sores or swellings
- Unusual activity levels, irritability, restlessness or fussy listless behaviour.

## **PROCEDURE FOR CARING FOR A CHILD WITH AN ILLNESS**

The service will follow the following steps when caring for a child who becomes ill whilst attending OSHC.

- The staff member will make note of the symptoms and complaints of the child
- The child will be directed to a quiet area of the room to rest and be given water to drink.
- The staff member will check the medical register and ensure that the child has no known medical conditions which could be causing or contributing to these symptoms.
- The staff member will comfort the child and monitor further symptoms or elevation of present symptoms.
- The staff member will bring the situation to the attention of the Coordinator.
- The child will be monitored and parent will be contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening.
- If the staff notice symptoms of an infectious condition, the child will be isolated and the parent/carer will be contacted to immediately collect the child.

## **AIDS & HEPATITIS B, C, D, E, (ETC)**

- At all times the confidentiality of medical information about an infected child will be observed. The number of persons aware of the child's condition will be kept to a minimum needed to ensure proper care of the child and to detect situations where there is potential for transmission.
- Following medical advice, it is expected that parents would consult with child care workers if their child has HIV infection or Hepatitis B, C, D, E.
- When placing a child in care, who is HIV antibody positive or Hepatitis infected, a primary goal is the avoidance of any practice which violates the dignity of the child and the provision of a satisfactory standard of care to the child.
- The service will not disclose information about the HIV or Hepatitis B, C, D, E infectious status of any person without that person's consent or the consent of the child's parents.

## **SUN SAFETY**

The service promotes staff and children to be sun safe and as such we have in place certain measures to ensure that the children are protected from over exposure to the sun.

*Staff and children are required to:*

- Avoid working or playing in direct sunlight between 10.00am – 3.00pm
- Wear a hat with a brim of at least 7 cm (provided by staff/parents).
- Apply high protection (30+) sunscreen to skin when exposure to UV is high (provided by staff/parents/carers).
- Wear a shirt which covers the shoulders and upper back.

*Staff and children are recommended and encouraged to;*

- Wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory for children).

## **DRUGS/ALCOHOL**

Consuming drugs and alcohol is not permitted within the service's licensed areas during licensed hours.

## **SMOKING**

The service respects the need to provide a healthy and safe workplace and to ensure that non-smoking staff and our clients enjoy fresh air. This service is designated as a **smoke free place** and no employee or parent may smoke in any designated smoke free site. Smoking must, under no circumstance take place in the presence of children.

# **PROGRAMMING & EVALUATION**

## **PROGRAMING**

Centacare Child Care Services is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The service provides a program where children have access to a wide variety of safe and stimulating, age and developmentally appropriate activities, including indoor and outdoor opportunities, which are developed to cater to the social, intellectual, physical and emotional needs and interests of all children present.

The program will reflect the importance of play in middle childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the service.

Programs will be non gender, culture or age specific and will be developed in consultation with parents and the community and will reflect the services Philosophy and Goals and CCCS Vision Mission and Values.

The service's programs will be evaluated regularly and will include feedback, suggestions, comments and views from parents, children, service staff and the community and are displayed within the service. Programs are designed to meet the changing needs of the children and are flexible.

Included in the programs is information collected from parents via the Enrolment form, Family Profile and Child Profile forms.

Children with special needs will be encouraged to participate in all activities. These activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

The service welcomes family contributions to aspects of the programming through donations of resources, equipment, and participation in activities, for example celebrating Grandparent's day, Community job day and family cooking day.

## **EXCURSIONS**

Service programs may at times include excursions into the local and wider community which extends the program by offering new learning experiences, new social contexts and interactions. These excursions will take into account the age, interests and abilities of the child.

Safety is an essential part of all excursions and excursions will only be undertaken after discussion with CCCS. In order to ensure that risk management standards are maintained the following steps will be followed:

- Permission from parents will be obtained on the excursion permission form provided
- If the excursion is open to be affected by the weather a contingency plan will be developed
- Appropriate transport will be engaged. Buses with seatbelts will be contracted wherever possible. If seatbelts are not fitted parents will be advised
- A contingency plan in case of vehicle breakdown will be prepared. Such a plan will include methods to ensure children are kept safe and comfortable and will provide for access to water and snacks if applicable.

During an excursion the following will apply:

- A first aid officer will be present
- A first aid kit will be available
- An attendance record or roll will be available
- Emergency contact numbers will be available
- Telephone access will be available
- The roll will be checked regularly during the day to ensure all children are accounted for, particularly when moving from one activity or area to another
- Staff ratios as per Childcare Act 2003 will be strictly adhered to as a minimum
- In addition to maintaining legislated ratios, staff will escort and supervise children to and from toilet and change room facilities
- Staff will ensure that the environment is safe. This may entail (as appropriate):
  - a pre-excursion visit
  - requesting copies of recent safety inspection reports
  - requesting copies of registration as a Workplace
  - ensuring equipment is age appropriate and non-gender specific; and
  - other checks as required.
- If staff become aware the excursion is likely to return late to the service, all reasonable attempts will be made to contact parents either individually by phone or by arranging a notice to be placed outside the service with an expected time of arrival.
- Children will not be left in the sole care and custody of bus drivers or any other persons during excursions;

## INSURANCE

CCCS/OSHC/Parish/School will maintain appropriate and current insurance policies. These will include but may not be limited to;

- General insurance for building, property and equipment
- Public liability insurance (minimum \$10 000 000)
- Workcover and volunteers insurance (if applicable)
- Fidelity guarantee insurance;

Insurance will be held through Catholic Church Insurances (CCI) and Workcover Queensland.

## MAINTENANCE OF RECORDS

This service maintains adequate records about the children, parents and staff in order to ensure the safety and well being of the children and ensure the legal protection of staff. The service protects individual's privacy rights by ensuring that information collected about the children, parent, staff and CCCS is stored in a secure and accessible place.

The licensee under section 85 of the Act must keep records for at least the following stated times;

- a record relating to a child in care—
  - about an illness or injury suffered while in the licensee's care—until the child turns 21; or
  - about the child's death while in the licensee's care—6 years after the death; or
  - otherwise—3 years after the last time child care is provided to the child under the licence;
- (b) a record relating to a carer in a home based service—3 years after the last time the carer provides child care under the licence;
- (c) a record relating to a staff member—3 years after the staff member stops being a staff member;
- (d) another record—3 years after the record is made.

These records are only to be accessed by persons who need them for any legal reason or if the information is needed to fulfil any responsibilities to the children or the service.

## WORKPLACE HEALTH & SAFETY

It is the Workplace Health and Safety Policy of CCCS that every employee, volunteer, client and visitor entering onto or into the premises, facility or service shall be provided with a safe and healthy environment.

To achieve this, every reasonable effort will be made to minimise the risk of serious injury, injury or a workplace related illness by implementing safety rules and procedures. This is in accordance with the Workplace Health and Safety Act 1995, the Workplace Health and Safety Regulation 1997, and Australian Standards.

Therefore, every endeavour will be made to have all activities in our service and other locations to which we may travel, carried out in such a way that the health and safety of all persons at each of these locations is not compromised.

In order to support this policy the Coordinator will ensure that the service:

- Complies with all relevant Workplace Health and Safety Legislation and Australian Standards.
- Promotes health and safety awareness for all people coming to the location.
- Develops safe work practices and safety guidelines at each location.
- Encourages awareness of the need for health and safety at each location.

**Employees, volunteers, contractors and visitors (parents/carers and others) to the site will be expected to:**

- Be accountable for his/her own actions and to willingly cooperate in making the service a healthy and safe environment.
- Be accountable for the health and safety of children and those with a disability coming to any of these locations.
- Observe and practice personal safety while at the workplace.
- Report any unsafe situations or faulty equipment to a responsible person at the workplace.
- Report any serious injury, dangerous occurrence or near miss to a responsible person at the workplace as soon as practicable.
- Avoid actions that have the potential to place at risk their health and safety or that of any other person at the workplace or relevant workplace area.

### **STORAGE FACILITIES**

The service will provide adequate and safe storage facilities for equipment, tools, first aid kit, medication, and poisonous and dangerous substances. All program and staff records will have a confidential storage facility.

Facilities will include:

- The storage of medication, first aid kit, poisonous and dangerous substances are to be locked and accessible to staff but not to children.
- Adequate storage space to ensure that equipment is kept in good repair.
- A lockable drawer or small cupboard for records and personal belongings.
- Areas to display children's work and a notice area for parents.
- A space for children to put their lunch/coats/bags etc.
- Secure areas for hazardous products, including chemicals, sharp implements, etc.

## EMERGENCIES

Children and staff of the service participate in lockdown and evacuation procedures every term, so as to ensure that in the event of an emergency all in attendance are familiar with the procedures. The service evacuation and lockdown procedures and a map of the service's licensed areas and evacuation points are displayed at all entrances/exits to the service. These procedures are evaluated each time a lockdown or evacuation is completed.

*To view a more comprehensive copy of the Services policies and procedures please do not hesitate to contact the Coordinator.*

## ARCHDIOCESE OF BRISBANE

### PRIVACY STATEMENT

The Archdiocese of Brisbane respects the privacy rights of all individuals associated with parish community life and/or workplaces falling within the auspices of the Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane.

In accordance with the *Privacy Amendment (Private Sector) Act 2000*, the Archdiocese has adopted and is bound by the ten (10) national Privacy Principles established by the Federal Privacy Commission and is set out in the *Act* – see [www.privacy.gov.au](http://www.privacy.gov.au).

It is our intention that all personal, sensitive and health information of parishioners, clients, members of religious institutes, Parents/Carers, contractors, students, staff and prospective employees (considered “consumers” under the *Act*) is to be private and only to be used for those purposes the information was collected and recorded for so as to fulfil the mission and directions of the Catholic Archdiocese of Brisbane.

The Archdiocese intends to collect personal information in a fair and lawful manner. Prior to the collection of information the purpose of the collection, access details and other information relating to the collection will be disclosed. Sensitive information will not be collected unless the consumer has consented, it is required by law, or in other specified circumstances (eg: health and safety). Information held in relation to its consumers includes, but is not limited to details of children and their Parents/Carers, personal background matters, contribution to fundraising and work history including references.

This information may be held for a number of reasons, including ensuring all parties meet their obligations under relevant legislation; the receipt of sacraments or pastoral care; and, work to be undertaken by staff or volunteers in a parish/agency.

The Archdiocese will only use or disclose information for the purpose it was collected and will not disclose or distribute to a third party any such information that is supplied, without our consumer's specific consent or unless we are required to do so by law. Reasonable steps will be taken to protect personal, sensitive and health information from unauthorised access, loss, misuse, disclosure or alteration. We may distribute aggregated statistical information for reporting purposes, but personally identifying information will not be distributed to third parties.

Consumers may at any time request access to their personal, sensitive or health information. If a consumer believes that any of the personal, sensitive or health information held by us is incomplete or inaccurate, in accordance with the provisions of the Privacy legislation, they have the right to notify us and make any updates or corrections.

Individual privacy issues can be discussed in the first instance with a parish's Priest or an agency's responsible line manager. Alternatively, if an individual believes that their privacy has been breached and this matter is unable to be resolved at an agency or local Parish level, a complaint may be made in writing to an appropriate Executive Director, or the Moderator. In order for such complaints to be properly investigated, they should identify the person whose privacy appears to have been breached. Anonymous complaints will not be dealt with.

From time to time this statement may be reviewed to ensure that it remains relevant and appropriate.

#### Further contact

If you would like further information about the way that the Roman Catholic Archdiocese of Brisbane manages the personal information it holds, please contact us at:

HR Advisers Office  
kerykg@bne.catholic.net.au  
Phone: 3224 3363  
GPO Box 282, Brisbane QLD 4001

## **Reference List**

1. Affirmative Action (Equal Opportunity for Women) Act 1986
2. Archdiocese of Brisbane – Employment Guidelines: Updated September 2007
3. Asbestos Removal Advisory Standard 1999 (SL359 1998) National Code of Practice for the Management and control of asbestos in Workplace 2002
4. Childcare Act (Qld) 2003
5. Children's Services Award 2010
6. Childcare Regulations (Qld) 2003
7. Commission for Children and Young People Act (Qld) 2000
8. Commission for Children and Young People Regulation (Qld) 2001
9. Disability Discrimination Act 1992
10. Equal Employment Opportunity (Commonwealth Authorities) Act 1987
11. Fair Work Act 2009
12. Food Safety Made Easy (2001), Brisbane City Council
13. Human Rights Commission Act 1986
14. National Standards for Outside School Hours Care
15. Outside School Hours Care Quality Assurance Handbook (2003)
16. Privacy (Private Sector) Act 2000
17. QCAN Policies and Procedures Manual, June 2003
18. Queensland Anti-discrimination Act 1991
19. Queensland Development Code: MP 5.4, Childcare Services
20. Racial Discrimination Act 1975
21. Resolving Sexual Harassment: Supervisor's Guide: Oct 2009- Office of Workplace Relations
22. Food Standards Australia New Zealand Food Authority Standards 2010
23. Sex Discrimination Act 1984
24. Towards Healing, National Committee for Professional Standards (Dec 2000)
25. Workplace Health & Safety Act 1995
26. Workplace Health & Safety Regulations 2008
27. Workers Compensation & rehabilitation Act 2003