



Children's Room Policies and Procedures Handbook

Current as at 2 December 2025

This page has been left intentionally blank



Welcome

Thank you for selecting Beaconsfield Neighbourhood Centre (BNC) as your Occasional Childcare Service Provider. BNC is a not-for-profit organisation offering a range of programs and activities for our community including the Beaconsfield Community Complex Occasional Care licensed sessions.

Occasional Care at BNC aims to provide families with flexible, affordable, inclusive, educational care in an environment that is secure, safe, healthy, friendly, encouraging and stimulating for children over 18 months.

Families can expect a warm, positive and professional service for their child's care and early education in our purpose-built Children's Room with its age-appropriate playground and our qualified, experienced Educators.



Starting Occasional Care is often the first time that parents leave their children with people other than family and our staff are skilled with strategies for separation anxiety and helping you both with the transition.

We trust that the exciting journey of your child's unique early learning development will begin successfully with us.

Keep In Touch:

Office: (03) 8768 4400

Children's Room Mobile: 0413 054 559

For Centre updates and information see our website and follow us on Facebook and Instagram:



www.bncinc.org.au



www.facebook.com/beaconsfieldnc



www.instagram.com/beaconsfieldnc

Disclaimer:

Information included in this handbook is current at the time of its distribution. The review and update of policies and procedures at BNC is ongoing and may affect the currency of this information. BNC reserves the right to vary the information without notice. If necessary, please check with the office for the latest version of any information contained in this guide.

Contents

Welcome	3
Contents	4
Introduction	5
Policies & Procedures	5
Occasional Childcare Procedures	6
Child Care Subsidy (CCS) Information Sheet	9
Children’s Room Programs Policy	11
Other Relevant Information	15
• Fees Policy	15
• Privacy & Confidentiality Policy	15
• Complaints & Grievance Policy	15
• Reportable Conduct Scheme Policy	15
• Governance & Management Policy	15
• Excursion Policy	15
• Kindergarten Collaborative Care Policy	15
• Kindergarten Collaborative Care Procedures	15
• Food and Nutrition Policy	15
• Anaphylaxis Policy	15
• Sunsmart Policy	16
• Enrolment & Orientation Policy	16
• Health, Cleaning & Hygiene Policy	16
• Sleep, Rest & Relaxation Policy	16
• Behaviour Management Policy	16
• Water Safety Policy	16
• Toilet Training Procedure	17
• Administration of First Aid Policy	17
• Medical Conditions Policy	17
• Child Safety & Wellbeing Policy	17
• Acceptance & Refusal of Authorisations Policy	18
Child Safety Statement of Commitment	19
Working With Children Check (WWCC) Information Sheet	20
Member Code of Conduct	21

Introduction

Our experienced educators provide a holistic and flexible program that offers rich opportunities for every child in a fun, play-based environment. We give children the time and space to play, explore, discover, imagine, experiment, enquire, make decisions, solve problems, and develop new skills. They learn as part of a group, and our educators encourage positive interactions that build confidence, caring relationships, and a strong sense of self.

Children also enjoy our popular Auslan program, introduced in 2013. Throughout the year, staff and children learn and use Australian Sign Language, including signs for colours, animals, weather, and simple everyday phrases.

Our caring and patient team is dedicated to providing a high-quality service. Our Children's Room Coordinator, Anne, is a qualified kindergarten teacher who plans a program that supports each child's individual learning journey. With sessions available on various days, you can choose the combination that works best for your child and your schedule—even just one session per week. We do not charge central enrolment fees and have no zoning restrictions.

We value and respect the individuality of every child, their family, and their background and view the children, parents and staff as partners in creating a positive learning journey. We recognise the ancestral custodians of this land and appreciate the shared insights, cultures, and traditions that families bring to our Centre. We view children, families, and staff as partners in creating a positive learning experience for all.

Policies & Procedures

Our policies and procedures ensure consistency across our service and help minimise misunderstandings. They also provide a clear framework for decision-making and ensure we meet all legislative and regulatory requirements.

This handbook refers to the BNC policies and procedures most relevant to families using the Children's Room licensed programs. Full policy documents are available on our website. We appreciate your time in reading this information—particularly the extracts of parent and guardian roles and responsibilities from our policies. Please contact the office if you have any questions.

The volunteer Committee of Management reviews and approves all Centre policies. Involving staff and parents in policy development creates a sense of ownership and commitment to these documents. Parents are welcome to join the Children's Room Subcommittee or other decision-making groups within the organisation.

Our approach is guided by the Early Years Learning Framework (EYLF), which supports ongoing reflection and continuous improvement. To maintain high standards, all policies and procedures are reviewed regularly and updated to reflect new developments in the childcare sector.

The seven quality areas that guide our Children's Room policies and procedures are:

1. Educational program and practice.
2. Children's health and safety.
3. The physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Leadership and service management.

Occasional Childcare Procedures

Hours of Operation

In 2026, our licensed Occasional Childcare is expected to be available on:

- Mondays 8.30am - 4.30pm
- Wednesdays 8.30am - 4.30pm
- Thursdays 8.30am - 4.30pm
- Fridays 8.30am - 4.30pm

Sessions are during Victorian school terms, as advertised in the Centre Program.

Holiday sessions are also offered during term breaks, making the program available for a total of 48 weeks each year. Please check the Term Program or contact Children's Room staff to confirm dates outside of school terms.

Sessions will proceed only when the minimum required number of children are enrolled. Hours may vary or sessions may be cancelled if attendance is insufficient, at the discretion of Management. We aim to meet the needs of our community and cancel sessions only as a last resort and to ensure financial responsibility within our organisation.

Programming

Each session includes a range of activities such as:

Indoor Time: puzzles, playdough, art & craft, blocks & construction.

Group Time: songs, games, music, movement, discussion, stories & rhymes.

Snack Time: children to bring their own snack/lunch & drink

Outdoor Time: climbing, balancing, sandpit, ball play, bikes and gardening (weather dependant)

Rest Time: refer to Sleep and Rest Policy

The weekly program plan is available for families to review on the noticeboard immediately inside the Children's Room.

Fees and Payments

Fees are set in accordance with the Beaconsfield Neighbourhood Centre (BNC) Fees Policy and will be reviewed by the Committee of Management as deemed necessary.

Session fees are listed in the Term Program and displayed in the Children's Room. Fees are based on session length multiplied by the applicable hourly rate. Two enrolment options are available:

1. Permanent Weekly Enrolment

Parents may secure a weekly session for the term.

Fee: \$94.80 per session (*CCS Available)

Hourly rate: \$11.85

Families are not required to stay for the entire session; however, the full session fee applies regardless of attendance duration.

2. Emergency or Casual Enrolment

Available on a first-come, first-served basis, depending on vacancies. Permanent bookings take priority. Families registered for notifications will receive a text message when a place becomes available.

Hourly rate: \$13.00 (*CCS Available)

Minimum charge: 3 hours. Any part of an hour in care is charged at the full hourly rate.

Holiday Program

During term breaks, the Centre offers a holiday program open to new and existing families on a first-come basis.

Fee: \$94.80 per session (*CCS Available)

***Child Care Subsidy (CCS)**

BNC is a registered childcare provider, which means eligible families may receive reduced fees through the Child Care Subsidy (CCS). The CCS helps ease the financial burden of childcare by subsidising a portion of session fees. Families must submit a CCS claim to Centrelink via their myGov. Subsidy payments are made directly to BNC, and families are responsible for paying the remaining gap fee. For more information, please refer to the Child Care Subsidy Information Sheet.

Payment Method

- Families must complete a Direct Debit Authorisation form. Outstanding balances are deducted fortnightly from the nominated account. Ensure sufficient funds are available.
- Dishonoured payments incur a **\$19.95 fee** charged by the third-party provider (non-refundable).
- Additional surcharges apply for credit card payments.

Payments may also be made by cash, EFTPOS, direct bank transfer or cheque payable to the Beaconsfield Neighbourhood Centre prior to the fortnightly payment processing.

A payment plan may be established if families are experiencing or anticipate financial difficulties.

Absences

Parents should inform the Centre as early as possible if their child will be absent from a permanently booked session so that emergency and casual placement can be offered to other families.

To report an absence:

- Phone the office or leave a message if out of hours on **8768 4400**,
- Phone or text the Children's Room staff: **0413 054 559**, or
- Email contactus@bncinc.org.au.

Make-up sessions are not available. Full fees are charged for any absences of permanent place enrolments. CCS has an allowable number of absences per year, so parents will usually only pay the gap between the session fees and their CCS entitlement. Waiving of the gap fee may occur in circumstances approved by the Department of Education & Training (DET).

If absences occur between the final day of attendance and the final booked session, full fees apply, as CCS will not be paid for these sessions. CCS already granted will be recovered and reversals may take up to 12 weeks to come through the system. A final balance may be payable after enrolment ceases if we have not accounted for this adjustment in advance.

Procedures for each visit

Entry to the Children's Room is via the foyer to the left of the main Centre door. An electronic kiosk system (iPad) for recording attendance is located outside the door. Children **must** be signed in upon arrival and signed out upon collection. Staff can assist with using the system and if there is any issue with the electronic device, attendance will be recorded manually.

Only people listed on the child's enrolment form may sign them in or out. All authorised persons must create an Xplor account (our childcare software):

- Parents receive an email link once their enrolment is processed.
- Parents can add additional authorised contacts within the Xplor app.
- If email addresses for authorised contacts are listed on the enrolment form, setup links are sent automatically.

Release of Child

Children will be released only to parent/guardian or other authorised person as stated in the Enrolment Form. See the Acceptance and Refusal of Authorisations Policy for more information.

Legal Custody

Staff will not question custody arrangements unless legal documentation is provided. The Children's Room Coordinator will confidentially follow up any relevant information on the enrolment form.

Late Pick Up

- If a child is not collected at session end, they will remain at the Centre until a parent/guardian arrives.
- After 10 minutes, staff will phone the parent/guardian.
- If the child is not collected or the parent cannot be reached 15 minutes after finishing time, emergency contacts will be called in order.
- If no authorised person can be contacted, staff will stay with the child for one hour. Police and DET will be notified at the end of that period, and the child will be transferred into their care.
- A late pick-up penalty of \$10 per 5 minutes (or part thereof) applies beginning 10 minutes after session end.

Termination & Refund Procedure

- All enrolments automatically end on the last session day of each calendar year. Families wishing to continue must submit a new enrolment each year.
- **Two weeks' notice** is required should a parent wish to remove their child from the program or no longer hold a permanent booking during the year. This notice must be in writing via text or email, as verbal notifications cannot be verified.
- Notice cannot be given retrospectively following absences. Fees will continue to be charged, and payments deducted until official notice is received, so parents should ensure prompt communication to avoid unnecessary charges.
- If a child is absent between their last day of attendance and their final booked session, BNC may charge the full fee for those sessions. CCS cannot be applied in these circumstances, and the gap amount will ultimately need to be recovered.
- If Beaconsfield Neighbourhood Centre terminates the program because there are insufficient children to make the program viable, a full refund will be given of any fees or deposits paid in advance.

Complaints & Concerns

Concerns or complaints should be directed initially to the Children's Room Coordinator or Centre Coordinator. Issues will be managed in accordance with the BNC Complaints and Grievance Policy and/or the Reportable Conduct Scheme Policy.

A list of contact details for lodging Complaints, Comments and Compliments is displayed on the noticeboard inside the Children's Room.

Child Care Subsidy (CCS) Information Sheet

The Background

Beaconsfield Neighbourhood Centre (BNC) is an approved childcare provider for the Child Care Subsidy (CCS) scheme. CCS is the main way the Government assists families with their childcare fees. The CCS is paid directly to childcare providers to be passed on to eligible families as a fee reduction. This assists in keeping fees low for families using our Children's Room for Occasional Care. Families only pay the gap between our fees and the subsidy amount they are entitled to receive.

Please take the time to apply, even if you may have previously thought you didn't qualify for any subsidised care. Applying has no cost and may significantly assist in reducing your family's fees.

The Details

Each person liable to pay childcare fees at BNC will need to apply for this subsidy and meet the criteria of the Australian Government to receive the benefit of reduced fees. A MyGov account is required, so please create one if you don't already have one. The following information is general, and you may need to contact Centrelink regarding your specific circumstances.

Eligibility basics are:

- child is 13 or younger not attending secondary school, unless an exemption applies
- you care for your child at least 2 nights per fortnight or have 14% share of care
- be responsible for paying the childcare fees at an approved childcare service
- meet residency and immunisation requirements

There are three components to the calculation of the CCS:

1. Total Family Income

Your family's combined income will calculate the CCS percentage you're entitled to. Remember, you will need to contact Centrelink when your combined income increases or decreases and/or confirm your estimates fortnightly if required.

2. Activity Test

CCS is linked to how much a family contributes to the Australian economy through activity. This activity level is calculated from the parent with the lowest number of hours of activity. See <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-activity-level-affects-it> for more information.

3. Hourly Rate

The government set an annual benchmark rate cap which is currently \$14.63 per hour for children below school age for our type of service (Centre Based Day Care). The calculation of CCS is determined by the lower of the benchmark rate or the Centre's hourly fee. BNC's hourly fees are significantly lower at \$11.85 per hour for term commitments and \$13.00 per hour for casual care, so your relevant CCS percentage can be applied to the full fees.

Some families can get Additional Child Care Subsidy. This is paid on top of Child Care Subsidy to provide extra support with childcare fees. There are three different types of Additional Child Care Subsidy that you can apply for. You can apply if you're either a grandparent, transitioning to work, or experiencing temporary financial hardship.

To apply for the Child Care Subsidy:

1. Sign in to your myGov account and go to Centrelink.
2. Select "Make a Claim or View Claim Status" from the home page, then "Make a Claim."
3. CCS is included in Families > Family Assistance Payments; select Apply.

4. Answer all the questions. Each screen has information to help you complete the claim. This includes how to submit your supporting documents.
5. Submit your claim.
6. Once BNC processes your child's enrolment details through our software, you will receive a notification in your myGov inbox. Accept the enrolment for Beaconsfield Neighbourhood Centre through myGov and this will link our service to your Centrelink entitlements.

If you have already completed a claim for another childcare service, you will only need to complete Step 6 as the one claim covers any childcare enrolments for your child.

There may be some delays before CCS payments are credited to your account which are usually beyond our control. Fees must be paid in the meantime per our Fees Policy. When any backdated subsidy is eventually received, your account will go into credit and future fees are offset until a balance is payable.

If a child doesn't attend a session of care at least once in 26 consecutive weeks, they will stop being eligible for CCS. If a child starts to attend care again, a family can make a new claim for CCS. CCS will be recovered if your child's final attendance at the service is an absence and full fees are payable.

It is important to remember that even if you don't qualify for any CCS, our full fees are still a relatively low cost for child-care. Families are welcome to attend our programs without applying for the subsidy and will simply pay the full fees.

The Fees

The amount of Child Care Subsidy you can get depends on your individual circumstances. This is calculated between families and Centrelink, and we have no control over the outcome.

As a guide, the current family income brackets, the corresponding CCS rates and examples of what it means for out of pocket (gap) fees from 2026 at BNC are shown below.

Family Income	CCS %	Childcare (\$11.85 Per Hour)		Casual Care (\$13.00 Per Hour)	
		Subsidy Per Session	Out of Pocket Per Session	Subsidy Per Hour	Out of Pocket Per Hour
\$0 to below \$85,279	90%	\$85.32	\$9.48	\$11.25	\$1.25
\$85,279 to below \$535,279 Example: \$285,279	Between 90% & 0% * 50%	\$47.40	\$47.40	\$6.50	\$6.50
\$533,279 or more	0%	\$0	\$94.80	\$0	\$13.00

* The percentage goes down by 1% for every \$5,000 of income your family earns

Families with more than one child aged 5 or under in care may get a higher Child Care Subsidy (CCS) for one or more of their children.

The Government withholds 5% of your subsidy. This is to help reduce the likelihood of you getting an overpayment. You're able to vary this amount to suit your circumstances. See [Family eligibility and entitlement - Department of Education, Australian Government](#) for more information.

To estimate your personal CCS amount, go to:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get> and use the Payment and Service Finder tool.

Children's Room Programs Policy

Background

Beaconsfield Neighbourhood Centre (BNC) is an approved provider of childcare with the Beaconsfield Community Complex Occasional Care service running in our Children's Room. We are committed to offering a high-quality program to our community and ensuring the safety and wellbeing of all children attending the Centre.

The service is subject to the provisions of the Children's Services Act 1996, the Children's Services Regulations 2020 and the funding and service requirements of the Department of Families, Fairness and Health (DFFH) and the Department of Education & Training (DET). BNC is also an approved Child Care Subsidy (CCS) provider which adds further requirements.

Our Service Approval Number is SE-00015506 and a copy of our Provider Approval Certificate (PR-00008853) can be found on the notice board inside the entrance of the Children's Room. The nominated supervisor is our Children's Room Coordinator, Anne Jones.

Purpose

The aims of this policy are:

- To outline the educational program development and delivery
- To ensure that the BNC Children's Room Programs provide high quality care to meet the needs of individual children and their families.
- To meet legislative requirements of stakeholders and governing bodies.
- To ensure that the service provides a safe, healthy, caring and educational environment that stimulates and encourages children's participation and learning.

Policy Statements

A program must be delivered to all children being educated and cared for by the service. Play is the context for learning and BNC aims to maximise opportunities for each child's play-based learning. The Children's Room Coordinator, in collaboration with the other educators, develops a varied and educational program for children attending our Occasional Care sessions. This collaborative leadership and teamwork ensure that input is gathered from the vast range of our educators' experience, interests and insights for the benefit of the children.

Experiences that include both structured and unstructured learning times are provided in an age-appropriate manner. A conscious balance between indoor and outdoor activities is planned for with ample opportunities for child-initiated play. The service practices a holistic, integrated approach to early education with a combination of adult and child directed learning. Every child will be equally valued. Their achievements and learning will be celebrated.

Our service follows the Victorian Early Years Learning and Development Framework (VEYLDF) which is designed to guide early childhood professionals in a collective effort with families toward the achievement of the nationally agreed Early Years Learning Outcomes and the principles of 'Being, Belonging and Becoming'.

The fun and nurturing environment in our Children's Room provides the foundation for children to work towards the five learning outcomes:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.

3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

The programs in our Children's Room are based on the developmental needs, interests and experiences of each child and are designed to consider the individual differences of each child. We are responsive to children's families and culture. Critical Reflection techniques to examine events and experiences from various perspectives underpins planning. It strengthens our program and provides continuous quality improvement. Educators will gather, record and interpret information about children as individuals to inform the preparation of the environment and implement experiences that are engaging and meaningful.

Our Children's Room team will be consistently aware of and responsive to children who may require additional support, assistance or attention, noticing and listening carefully to children's concerns and discussing diverse perspectives on issues of inclusion and exclusion and fair and unfair behaviour. Educators will respond to children's ideas and play and use intentional teaching to scaffold and extend each child's learning. Partnerships with the children, families, other professionals and the wider community are fostered within our community-based organisation. We aim to build secure, respectful and reciprocal relationships.

Rooms

The Children's Room is a purpose-built space for Early Learning and is the primary location for the delivery of our service. As it is located within the Beaconsfield Community Complex, on occasion other free spaces within the Centre may be utilised for some activities. Examples may include special events or planned incursions, using the hall as a wet weather alternative to the playground for physical activities plus evacuation drills to alternative locations within the Centre. The instance of utilising other rooms is low, and educators conduct a full risk assessment on every occasion before safely leading children to a different space within the Centre.

Staffing

The service will be staffed in accordance with Children's Services Regulations 2020 guidelines regarding ratios, qualifications and safety screening.

Required staff ratios are:

- For children aged between 18 months and 36 months: one educator per four children (1:4)
- For over 36 months to pre-school age: one educator per eleven children (1:11)
- For children over pre-school age: one educator per fifteen children (1:15)

Rosters are developed by the Children's Room Coordinator to meet the necessary ratios for each session and ensure appropriately qualified staff are present. 50% of the required staff members in each session must hold a Diploma in Children's Services (or equivalent).

Children's Room staff must hold current Working with Children Check and First Aid Certificate with anaphylaxis and emergency asthma management training.

Working with Children Check

The Working with Children Act 2005 and its amendments is the legislation that aims to prevent people who pose a risk from working with children as paid employees or volunteers. BNC is committed to ensuring child safety and protection is of paramount consideration. Therefore, the

Centre requires a Working with Children Check for anyone volunteering to help in the Children's Room as well as the staff.

Reporting

The service formally reports annually to the Australian Charities and Not for Profits Commission (ACNC), DFFH and the Cardinia Shire Council. Reporting to Centrelink via the CCS system will occur on a fortnightly basis. The DET carries out regular, random checks to ensure compliance with the regulations.

Insurance

The Centre is covered per Insurance Policy from VMIA for the State Government of Victoria Funded Community Service Organisations and CGU Workers Compensation.

Records

Records will be kept in accordance with the requirements of the Children's Services Regulations 2020 and BNC's Privacy & Confidentiality Policy.

Emergency Evacuation

BNC maintains a detailed emergency management plan. We practice our emergency evacuations regularly. It is Centre policy that all children be involved in drills if in attendance. Permission for inclusion in an emergency evacuation or drill is established upon enrolment.

Risk Management

BNC prioritises risk management procedures to identify and mitigate risks. As well as an annual review, risk management is imbedded in the day-to-day operations of the Centre with consistent and diligent risk assessment.

Accidents

Accidents will be attended to immediately following the BNC Incident, Injury & Hazard Reporting Procedures. If the accident is of a severe nature, the Children's Room Coordinator will contact the parent or emergency contact. If no contact can be made, an ambulance will be called for the child to be taken to a medical facility for appropriate treatment. If the accident is of a minor nature the parent is required to read and sign the Accident and Injury Book. If the matter requires medical attention the DET shall be notified.

Roles and Responsibilities

Committee of Management	<ul style="list-style-type: none">Regularly review and update policies and procedures to ensure they are maintained in line with best practice principles and guidelines and compliant with legislation requirements.
Staff/Educators	<ul style="list-style-type: none">Build warm, trusting relationships and actively support every child.Plan and execute a weekly program which encompasses the VEYLDFDocument observations and assessments of each child's developmental needs, interests, experiences and participation in the educational program.Document the child's progress against the outcomes of the educational program.

	<ul style="list-style-type: none"> • Ensure that information about the contents and operation of the educational program is displayed in the Children's Room in a place accessible to parents and copies are available upon request.
Parents/Families	<ul style="list-style-type: none"> • Encouraged to be involved in the Centre and contribute their skills, resources and input into learning programs. • Provide or request copies of documents and information so far as it relates to their child if required.

Other Relevant Information

To review other policies and procedures, we invite families to visit our website: <https://bncinc.org.au/policies/>.

Some extracts of the Parent/Guardian Roles and Responsibilities from the policies are included here for fast reference but reading the full policies listed here is recommended:

- Fees Policy
- Privacy & Confidentiality Policy
- Complaints & Grievance Policy
- Reportable Conduct Scheme Policy
- Governance & Management Policy
- Excursion Policy
- Kindergarten Collaborative Care Policy
- Kindergarten Collaborative Care Procedures
- Food and Nutrition Policy

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none">• Providing an appropriate snack and/or lunch in a named container.• Providing water in a named drink bottle.• Communication with staff regarding children's requirements and preferences for food.• Minimizing risk factors to help prevent an anaphylactic reaction by not sending any nuts or nut products, or other foods as advised by the Children's Room Coordinator which may be an identified risk.
------------------	---

- Anaphylaxis Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none">• Inform staff of their child's allergies at time of enrolment.• Provide staff with an anaphylaxis action plan.• Provide staff with a complete Epipen® kit at time of enrolment.• Notify staff of any changes in child's allergy status.• Comply with the BNC policy that no child who has been prescribed an Epipen® is permitted to attend without their Epipen® kit.
-------------------	---

- Sunsmart Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none"> • Be aware of, support and follow the service's sun protection policy and procedures. • Ensure children are dressed in appropriate sun protective clothing.
-------------------	--

- Enrolment & Orientation Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none"> • Complete enrolment form and provide all associated information. • Read Children's Room Policies and Procedures Handbook and be aware of Centre policies and expectations of families. Clarify any uncertainty with staff. • Provide staff with updates whenever information changes.
-------------------	--

- Health, Cleaning & Hygiene Policy

Roles and Responsibilities Extract

All Attendees (Members, Staff, Volunteers, Parents, Families, Visitors)	<ul style="list-style-type: none"> • Practice good hygiene. • Avoid coming to the Centre when unwell. • Observe the Health, Cleaning & Hygiene Policy including signs posted throughout the facility.
---	--

- Sleep, Rest & Relaxation Policy

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none"> • Consult with educators regarding sleep and rest routines and practices to reach agreement on how these occur for each child in the Children's Room. (Educators are not expected to endorse practices requested by a family if they are different policy guidelines.)
------------------	--

- Behaviour Management Policy

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none"> • Actively model appropriate behaviour at home and in public. • Communication and collaboration with educators to promote positive outcomes. • Work with educators and professional agencies if required to ensure that a consistent approach is used to support children with diagnosed behavioural or social difficulties.
------------------	--

- Water Safety Policy

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none"> • Reinforcing water safety practice with children
------------------	---

- Toilet Training Procedure

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none"> • Work with educators to ensure that a consistent approach is used to support children.
------------------	---

- Administration of First Aid Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none"> • Provide authorisation in their child's enrolment form for the approved provider, nominated supervisor or an educator to seek medical treatment for their child from a registered medical practitioner, hospital or ambulance service and, if required, for transportation by an ambulance service • Be aware that medication may be administered to their child in the case of an anaphylaxis or asthma emergency without their authorisation. • Notify the service upon enrolment of any specific health care needs of their child, including any medical conditions and allergies and any medical management plans that need to be followed • Ensure any medical management plans at the service are kept up-to-date. • If needed, collect their child as soon as possible when notified of an incident, injury, trauma or illness that required first aid. • Be contactable, either directly or through emergency contacts listed on the enrolment form, in the event of an incident requiring the administration of first aid and/or medical attention. • Notify educators or staff if there has been a change in the condition of the child's health, or of recent accidents or incidents that may impact the child's care and require the administration of first aid. • Provide staff with updates whenever information changes.
-------------------	--

- Medical Conditions Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none"> • Advise details of specific health care needs or medical conditions including asthma, diabetes and allergies, and whether the child has been diagnosed at risk of anaphylaxis. • Provide BNC with a Medical Management Plan for the child. • Develop a Risk Minimisation Plan and Communication Plan in consultation with BNC staff. • Provide staff with updates whenever medical information changes.
-------------------	---

- Child Safety & Wellbeing Policy

Roles and Responsibilities Extract

Parents/Families	<ul style="list-style-type: none"> • Comply with Member Code of Conduct
------------------	--

- Acceptance & Refusal of Authorisations Policy

Roles and Responsibilities Extract

Parents/Guardians	<ul style="list-style-type: none"> • Provide authorisation in their child's enrolment form for Beaconsfield Neighbourhood Centre to seek medical treatment for their child from a registered medical practitioner, hospital or ambulance service and, if required, for transportation by an ambulance service • Be aware that medication may be administered to their child in the case of an anaphylaxis or asthma emergency without their authorisation. • Communicate with the Children's Room Coordinator any individual or additional requests regarding authorisations. • Notify the service upon enrolment, or as soon as identified, any specific health care needs of their child, including any medical conditions and allergies and any medical management plans that need to be followed. • If needed, collect their child as soon as possible when notified of an incident, injury, trauma or illness that required first aid. • Be contactable, either directly or through emergency contacts listed on the enrolment form, in the event of an incident requiring the administration of first aid and/or medical attention. • Notify educators or staff if there has been a change in the condition of the child's health, or of recent accidents or incidents that may impact the child's care and require the administration of first aid. • Provide staff with updates whenever information changes.
-------------------	---

Printed copies of all policies are available upon request. We welcome your feedback and questions.

Child Safety Statement of Commitment

All children who come to Beaconsfield Neighbourhood Centre have a right to feel and be safe.

We are committed to the safety and well-being of all children and young people accessing our services and this will always be our priority.

Our organisation:

- has zero tolerance for child abuse
- wants children to be safe, happy and empowered
- actively works to listen to and respect all children
- is committed to preventing child abuse and identifying risks early, and removing and reducing these risks
- has systems in place to protect children from abuse
- will take all allegations very seriously and respond to them consistently in line with our policies and procedures
- has legal and moral obligations to contact authorities when we are worried about a child's safety
- is committed to promoting a safe environment for children of any age, ability, gender, religion, culture and background. While all children are vulnerable, we understand the increased vulnerability of Aboriginal and Torres Strait Islander children, those from culturally and linguistically diverse backgrounds and children with disabilities.

We have specific, robust policies and procedures in place that support our Committee of Management members, staff and volunteers to achieve these commitments. Families are invited to contribute to their development and review via the Children's Room Subcommittee or Committee of Management.

If you believe a child is at immediate risk of abuse phone 000.

Working With Children Check (WWCC) Information Sheet

Changes to the *Working with Children Act 2005* came into effect from 1 August 2017.

A current Working with Children Check is required for anyone helping in the Children's Room, and for serving on the Committee of Management.

The process is easy and free for volunteers, and now available to fully complete online.

The details you need to add are:

Beaconsfield Neighbourhood Centre Inc
Postal Address: PO BOX 2, Beaconsfield, Vic 3807
Phone: 0387684400
Occupational Field: 16 Childcare—Occasional Care

To apply online:

You will require two ID documents out of each category, and a mobile phone that is less than five years old.

First ID:

- Australian passport (current or expired less than 3 years)
- Current foreign passport (with linked visa)
- Australian birth certificate
- ImmiCard

Second ID:

- Current Australian driver's licence
- Medicare card (only if you don't have a driver's licence)

Go to <https://www.service.vic.gov.au/services/working-with-children> and follow the prompts to complete your application.

If you are unable to meet the above requirements, you can still apply for a check by starting your application online and taking your printed form to a post office.

To apply through Australia Post

- Go to <https://wwcv.auspost.com.au/>
- Follow the prompts to apply for a Volunteer WWCC
- Review, Verify ID and Print application
- Take to a participating Post Office for lodgement and your photo is taken for free

Your card will be mailed to you and any organisations nominated in your application will receive a copy of your card.

Already have a current WWCC?

Go to <https://service.vic.gov.au/find-services/work-and-volunteering/working-with-children-check/update-your-working-with-children-check-details> and follow the prompts to add Beaconsfield Neighbourhood Centre Inc.

If you need assistance, our office staff are happy to complete the application with you.

Member Code of Conduct

Background

Our purpose at Beaconsfield Neighbourhood Centre (BNC) is to advance social connections, education and public welfare by providing a venue and focal point that offers a wide variety of community services, activities and information to support the local community. We provide community support and a social, friendly, safe, secure and stimulating environment.

We aim to work together, with each other and with our members, to provide the best possible service to our community. BNC is committed to protecting the safety and wellbeing of all Centre stakeholders and engaging in positive, constructive relationships.

Member Code of Conduct

This Code applies to members of BNC and must be observed in any interactions related to the Centre to ensure the best possible experience for all. You agree to abide by this code as part of your membership application.

1. Abide by the law and BNC Policies and Procedures.
2. Aggressive, bullying or intimidating behaviour is unacceptable.
3. Comply with the reasonable directions given by BNC employees to foster a safe and welcoming environment within the Centre.
4. Be considerate, listen to other perspectives and refrain from harassing, discriminating or vilifying others based on gender, race, ethnicity, sexuality, religion, age, disability, background, beliefs or opinions.
5. Be respectful of the privacy of children, their families, BNC employees, volunteers and visitors. Do not take, email, text or post photos on social media of any person (besides your own child) without their consent or, in the case of another child, the consent of their family.
6. Raise any concerns in accordance with BNC's Complaints & Grievance Policy.
7. Refrain from smoking or vaping in or near the Beaconsfield Community Complex.
8. Not be adversely affected by alcohol or other substances.
9. Familiarise all family members and emergency contacts associated with a child's enrolment in our licensed Children's Room programs with this Code and commit that they will comply with the Code.

Consequences of Non-Compliance

Not complying with this Code may have serious consequences. BNC will endeavour to resolve any matter involving breaches of this Code by facilitating discussion between the parties. If the non-compliance is serious or if, in the opinion of BNC, there is a risk of future non-compliance, BNC may take any action it considers appropriate in the circumstances. This may include cancelling membership at the Centre.

This Code was reviewed and approved by the Committee of Management on September 2, 2025.