22 August 2018

NOTICE OF ORDINARY COUNCIL MEETING

Your attendance is respectfully requested at the Ordinary Meeting of Cabonne Council convened for **Tuesday 28 August, 2018** commencing at **2.00pm**, at the Cabonne Council Chambers, Bank Street, Molong to consider the undermentioned business.

Yours faithfully

SJ Harding

GENERAL MANAGER

ORDER OF BUSINESS

1) Open Ordinary Meeting
2) Consideration of Mayoral Minute
3) Consideration of General Manager's Report
4) Resolve into Committee of the Whole
    a) Consideration of Called Items
    b) Consideration of Closed Items
5) Adoption of Committee of the Whole Report

ATTENDEES – AUGUST 2018 COUNCIL MEETING

2:00 pm	Mr Philip Donato MP
	Olivia West, Principal Policy & Project Management Land Negotiation Dpt of Industry



COUNCIL'S MISSION

"To be a progressive and innovative Council which maintains relevance through local governance to its community and diverse rural area by facilitating the provision of services to satisfy identified current and future needs."

COUNCIL'S VISION

Cabonne Council is committed to providing sustainable local government to our rural communities through consultation and sound financial management which will ensure equitable resource allocation.

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CONFIDENTIAL ITEMS

Clause 240(4) of the Local Government (General) Regulation 2005 requires Council to refer any business to be considered when the meeting is closed to the public in the Ordinary Business Paper prepared for the same meeting.

Council will discuss the following items under the terms of the Local Government Act 1993 Section 10A(2), as follows:

ITEM 1 CARRYING OF COMMITTEE RESOLUTION INTO CLOSED COMMITTEE OF THE WHOLE MEETING

Procedural

ITEM 2 ENDORSEMENT OF PROCEEDINGS OF CONFIDENTIAL MATTERS CONSIDERED AT COMMITTEE OF THE WHOLE MEETING

Procedural

ITEM 3 DEBT RECOVERY REPORT OF OUTSTANDING DEBTS

(b) matters in relation to the personal hardship of a resident or ratepayer

ITEM 4 UNRECOVERABLE SUNDRY DEBTOR

(c) information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business

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ITEM 1 - APPLICATIONS FOR LEAVE OF ABSENCE

REPORT IN BRIEF

Reason For Report	To allow tendering of apologies for councillors not present.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - COUNCILLORS LEAVE OF ABSENCE - 936853

RECOMMENDATION

THAT any apologies tendered be accepted and the necessary leave of absence be granted.

GENERAL MANAGER'S REPORT

A call for apologies is to be made.

ITEM 2 - DECLARATIONS OF INTEREST

REPORT IN BRIEF

Reason For Report	To allow an opportunity for councillors to declare an interest in any items to be determined at this meeting.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - COUNCILLORS AND STAFF DECLARATION OF INTEREST - 2018 - 936854

RECOMMENDATION

THAT the Declarations of Interest be noted.

GENERAL MANAGER'S REPORT

A call for Declarations of Interest.

ITEM 3 - DECLARATIONS FOR POLITICAL DONATIONS

REPORT IN BRIEF

Reason For Report	To allow an opportunity for Councillors to declare any Political Donations received.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - COUNCILLORS DECLARATION OF POLITICAL DONATIONS - 936859

RECOMMENDATION

THAT any Political Donations be noted.

GENERAL MANAGER'S REPORT

A call for declarations of any Political Donations.

ITEM 4 - MAYORAL MINUTE - APPOINTMENTS

REPORT IN BRIEF

Reason For Report	To allow noting of the Mayoral appointments plus other Councillors' activities Reports.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\MAYORAL MINUTES - 936860

RECOMMENDATION

THAT the information contained in the Mayoral Minute be noted.

GENERAL MANAGER'S REPORT

A call for the Mayoral appointments and attendances as well as other Councillors' activities reports to be tabled/read out.

ITEM 5 - COMMITTEE OF THE WHOLE

REPORT IN BRIEF

Reason For Report	Enabling reports to be considered in Committee of the Whole to be called.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g. Code of Meeting Practice adhered to
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\GROUPING OF REPORT ADOPTION and BUSINESS PAPER ITEMS FOR NOTING REPORTS - 936861

RECOMMENDATION

THAT Councillors call any items that they wish to be debated in Committee of the Whole.

GENERAL MANAGER'S REPORT

Council's Code of Meeting Practice allows for the Council to resolve itself into "committee of the whole" to avoid the necessity of limiting the number and duration of speeches as required by Clause 250 of the Local Government (General) Regulation 2005.

This item enables councillors to call any item they wish to be debated in "committee of the whole" at the conclusion of normal business.

The debate process during a 'normal' Council meeting limits the number and duration of speeches as required by Clause 250 of the Local Government (General) Regulation 2005.

Items should only be called at this time if it is expected that discussion beyond the normal debate process is likely to be needed.

ITEM 6 - GROUPING OF REPORT ADOPTION

REPORT IN BRIEF

Reason For Report	Enabling procedural reports to be adopted.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.a - Provide quality administrative support and governance to councillors and residents.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\GROUPING OF REPORT ADOPTION and BUSINESS PAPER ITEMS FOR NOTING REPORTS - 936862

RECOMMENDATION

THAT:

1. Councillors call any items they wish to further consider
2. Items 7 to 11 be moved and seconded.

GENERAL MANAGER'S REPORT

Items 7 to 11 are considered to be of a procedural nature and it is proposed that they be moved and seconded as a group. Should any Councillor wish to amend or debate any of these items they should do so at this stage with the remainder of the items being moved and seconded.

ITEM 7 - CONFIRMATION OF THE MINUTES

REPORT IN BRIEF

Reason For Report	Adoption of the Minutes
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	1. July 24 2018 Ordinary Council Meeting Minutes⇩
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - MINUTES - 2018 - 936869

RECOMMENDATION

THAT the minutes of the Ordinary meeting held 24 July 2018 be adopted.

GENERAL MANAGER'S REPORT

The following minutes are attached for endorsement:

1. Minutes of the Ordinary Council meeting held on 24 July 2018.

ITEM 8 - ADOPTION OF COUNCIL'S SECTION 355 COMMITTEES

REPORT IN BRIEF

Reason For Report	To establish and set the terms of reference for volunteer committees of council operating under section 355 of the Local Government Act.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.5.a Maintain a Enterprise Risk Management Program covering all relevant Council activities
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COUNCIL PROPERTIES\USAGE\2018 - SECTION 355 COMMITTEES - 957844

RECOMMENDATION

THAT Council appoint the Committee's shown in the table detailed in the report, pursuant to Section 355 of the Local Government Act 1993.

DIRECTOR OF FINANCE AND CORPORATE SERVICES' REPORT

Council is required to appoint its 24 voluntary committees which operate under section 355 of the Local Government Act. The table below details each committee and the function for which they are responsible.

These voluntary committees have the power to operate on behalf of Council within their terms of reference. Any action that they perform is effectively an action of Council. Each committee will be sent their Terms of Reference when appointed by Council.

It is important to note that Committees are appointed for the benefit of the Community, not their members. Consequently, all committee members must act in accordance with the terms of reference set by Council.

Committee	Area of Responsibility
Acacia Lodge Management Committee	The management and operational control of Molong and Cudal Community Housing.
Age of Fishes Museum Inc	The Management and Control of the Age of Fishes Museum.
Amusu Theatre Inc	The management and control of the Amusu Theatre building.
Canowindra Pre-school Kindergarten	The management, control and maintenance of the Canowindra Pre-school building.
Canowindra Sports Trust	The management and control of the Canowindra Sports Complex
Cargo Community Centre Committee	The management and control of the Cargo Community Centre.
Cudal Community Children's Centre Committee	The management and control of the Cudal Community Children's Centre (Pre-school) Building.
Cumnock and District Progress Association	The management and control of the Crossroads Building Obley St Cumnock and Lot 61 DP 664553 and Lot 1 DP 323485, 48 Obley Street Cumnock.
Cudal Memorial Pool Committee	The management, maintenance and control of the Cudal Memorial Swimming Pool.
Cumnock Community Centre Committee	The management, maintenance and control of the Cumnock Community Centre.
Cumnock Pool Committee	The management, maintenance and control of the Cumnock Swimming Pool.
Doctor for Cudal Committee	The management, maintenance and control of the former doctor's residence at 36 Main Street, Cudal.
Eugowra Community Children's Centre and Preschool Committee	The management, maintenance and control of the Eugowra Community Centre and Pre-school.
Eugowra Medical Centre Committee	The management, maintenance and control of the doctor's residence and surgery at 47 Nanima Street, Eugowra.
Eugowra Memorial Pool Committee	The management, maintenance and control of the Eugowra Memorial Swimming Pool.
Eugowra Promotion and Progress Association	The management, maintenance and control of the Eugowra Historical Museum and Bushranger Centre.
Eugowra Self Care units Committee	The management, maintenance and control of the Eugowra Self Care units.
Manildra Memorial Hall Committee	The management, maintenance and control of Manildra Memorial Hall.

The Manildra Memorial Pool Committee	The management, maintenance and control of the Manildra Memorial Swimming Pool.
The Manildra Sports Council	The management, maintenance and control of the Manildra Sports complex.
Molong and District Health Watch Committee	The management, maintenance and control of the Molong Doctors Surgery Cnr Bank and Gidley Streets, Molong.
Molong Town Beautification Committee	The management, of beautification projects in and around Molong.
The Moorbel Hall Committee	The management, maintenance and control of the Moorbel Hall, Canowindra.
Yeoval Memorial Hall Management Committee	The management, maintenance and control of the Yeoval Memorial Hall.
Yeoval Pool Committee	The management, maintenance and control of Yeoval Swimming Pool.
Yeoval Progress Association	The management, maintenance and control of the O'Halloran's Cottage and Buckinbah Park, Yeoval.

Council relies on these section 355 committees to perform functions which it otherwise could not afford to perform.

ITEM 9 - GOVERNMENT INFORMATION PUBLIC ACCESS ACT 2009 (GIPA) AGENCY INFORMATION GUIDE - ANNUAL REVIEW

REPORT IN BRIEF

Reason For Report	For Council to consider its 2018/2019 Agency Information Guide
Policy Implications	"Access to Information held by Council" policy requirement
Budget Implications	Nil
IPR Linkage	4.5.2.d - Provide effective communications and information systems
Annexures	1. Agency Information Guide 2018-2019⇩
File Number	\OFFICIAL RECORDS LIBRARY\INFORMATION MANAGEMENT\RIGHT TO INFORMATION\GOVERNMENT INFORMATION - PUBLIC ACCESS - ACT - GIPA - 940813

RECOMMENDATION

THAT Council adopt the annexed draft 2018/19 Agency Information Guide.

ADMINISTRATION MANAGER'S REPORT

Background

Since 2010 Council has adopted an Agency Information Guide (AIG), previously known as a "publication guide".

What is an Agency Information Guide?

An "agency information guide" is a guide (s20) that:

a) describes the structure and functions of the Council, and

b) describes the ways in which the functions (including, in particular, the decision-making functions) of the Council affect members of the public, and

c) specifies any arrangements that exist to enable members of the public to participate in the formulation of the Council's policy and the exercise of the Council's functions, and

d) identifies the various kinds of government information held by the Council, and

e) identifies the kinds of government information held by the Council that the Council makes (or will make) publicly available, and

f) specifies the manner in which the Council makes (or will make) government information publicly available, and

g) identifies the kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed.

Council must make government information publicly available as provided by its AIG: this is done via Council's website.

Councils are required to notify the Information Commissioner before adopting or amending an AIG. The draft AIG was provided to the information Commissioner and has been acknowledged by her. Council is now allowed to adopt the draft AIG as any comments the Commissioner might wish to make can be incorporated into the next review of the AIG and published at a later date.

Council is also required under the GIPA Act (s7 (3)) to identify information to be made available by proactive release. This is detailed in the AIG under the *Access to Information: Mandatory Proactive Release – Open Access Information* section.

A copy of Council's draft Agency Information Guide 2018/2019 is annexed.

ITEM 10 - POLICY DATABASE - REVIEW BY COUNCIL WITHIN 12 MONTHS OF ELECTION

REPORT IN BRIEF

Reason For Report	For Council to consider local policies previously adopted and consider proposed update, deletion and/or merger
Policy Implications	Yes - Policy database will be updated
Budget Implications	Nil
IPR Linkage	4.5.1.a Provide quality administrative support and governance to councillors and residents
Annexures	1. DRAFT - Control of Noxious Weeds Policy⇩ 2. DRAFT - Procurement (Incorporated Local Supplier Preference) Policy⇩ 3. DRAFT - After School Hours Care Policy⇩ 4. DRAFT - Cabonne Blayney Family Day Care Policy⇩ 5. DRAFT - Community Transport Policy⇩ 6. DRAFT - Central West Libraries Related Policy⇩
File Number	\OFFICIAL RECORDS LIBRARY\CORPORATE MANAGEMENT\POLICY\POLICY CORRESPONDENCE - 960010

RECOMMENDATION

THAT:

1. The policies listed in the report detailed "without change" be re-adopted; and

2. The annexed draft Noxious Weeds Statement Policy, Central West Libraries Related Policy, Procurement (Incorporating Local Supplier Preference) Policy, After School Hours Care Policy, Cabonne Blayney Family Day Care Policies and Procedures and Community Transport Policy (recommended changes detailed in report) be adopted.

ADMINISTRATION MANAGER'S REPORT

Council are aware that under s165(4) of the Local Government Act 1993:

> *"(4) A local policy (other than a local policy adopted since the last general election) is automatically revoked at the expiration of 12 months after the declaration of the poll for that election"*

Further to reports to May and July Council meetings, the following policies have been reviewed and have a recommendation indicating that they be deleted or re-adopted. Whenever a policy has been substantially altered a copy is annexed for Council's consideration and adoption.

POLICIES TO BE ADOPTED WITH THE LISTED CHANGES

OWNER	AUTHOR	POLICY	CHANGES
DETS	Chief Weeds Officer	Noxious Weeds Statement Policy	Complete change of policy to incorporate the Biosecurity Act of 2015 which supersedes the Noxious Weeds Act of 1993
DFCS	Administration Manager	Central West Libraries Related Policy	Policy updated to include the following policies: - Children's Policy - Client Code of Conduct - Exclusion Policy - Internet Public Use - Membership and Loan Policy - Tutoring in the Library
DFCS	Administration Manager	Procurement (Incorporating Local Supplier Preference) Policy	Division of Local Government (DLG) changed to Office of Local Government (OLG throughout document Addition to 10.6 Risk Management – highlighted on page 7 of document Mention of WBC Alliance contracts taken out of 11.3 – Use of existing contracts Addition to 11.5 – Tendering – highlighted on page 9 of document First value in table on page 9, changed from $30 to $100 Minor typographical errors corrected
DFCS	Community Services Manager	After School Hours Care Policy	Changes made on document: Highlighted in pink – information to remove Highlighted in yellow – information to add
DFCS	Community Services Manager	Cabonne Blayney Family Day Care Policies and Procedures	Additions to document have been highlighted throughout the policy – Pages 63, 77, 88, 89, 90, 91, 106, 107, 108, 109 and 127.

			Guide to the Education and Care Services National Law 2010, Education and Care Services National Regulations 2011 and Guide to the National Quality Standards 2011 all removed throughout the document Some changes to structure of the policy (it now runs alphabetically) Grammatical and typographical errors have been corrected.
DFCS	Community Services Manager	Community Transport Policy	Service has gone through Third Party Verification and has updated the bulk of its policies to reflect these changes. Annexures have been moved to a separate document – Doc ID 960025 – in the procedures folder.

POLICIES TO BE READOPTED WITHOUT CHANGE

OWNER	AUTHOR	POLICY	CHANGES
DFCS	Administration Manager	Code of Conduct – Procedure for the Administration of Policy	NIL

ITEM 11 - EXCLUSIVE LICENCE TO QUARRY

REPORT IN BRIEF

Reason For Report	Small Mine Land Owner Agreement Exclusive Licence to Quarry require execution under Council's Common Seal
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	5.5.3.b - Renew gravel pit lease agreements
Annexures	1. Exclusive Licence to Quarry - Small Mine Documentation⇩
File Number	\OFFICIAL RECORDS LIBRARY\ROADS and BRIDGES\SERVICE PROVISION\SMALL MINE LAND OWNER AGREEMENT 2018-2020 - 960052

RECOMMENDATION

THAT Council authorise the affixing of the Common Seal to the Exclusive License to Quarry agreements of the following small mine: 1. Peters Pit – E89

DIRECTOR OF ENGINEERING & TECHNICAL SERVICES' REPORT

Council operates a number of small quarries and gravel pits across the shire. Many of these are located on private land. Renewal for the operation of mines requires Council to obtain exclusive licence to quarry from the land owners, for a three year period.

Currently council is required to renew the operation of Peters Pit (E89). The Small Mine Exclusive Licence to Quarry, Land Owner Agreements require execution under Council's Common Seal.

ITEM 12 - PROPOSED HEATED POOL FACILITY

REPORT IN BRIEF

Reason For Report	To advise on a proposal for a heated pool facility in Molong.
Policy Implications	Nil
Budget Implications	Unknown
IPR Linkage	3.3.5.a Review community need for new and upgraded facilities
Annexures	1. Pool letter MAG (002)⇩
File Number	\OFFICIAL RECORDS LIBRARY\RECREATION AND CULTURAL SERVICES\SERVICE PROVISION\SWIMMING CENTRES OR POOLS - 956705

RECOMMENDATION

THAT the Molong Advancement Group be advised that before council could consider the proposal, they would need to:

1. Have confirmation that the land in question was available and not subject to Native Title claim;

2. Be advised of the cost and expected life-span of each of the component elements within the proposed complex;

3. Confirm projected operational costs.

GENERAL MANAGER'S REPORT

Council has received correspondence from Belinda Mills on behalf of the Molong Advancement Group regarding their investigations into the construction of a heated pool facility in Molong (copy attached). The estimated cost of the facility is from $5 - $7 million and the group are applying for grants to fund this proposal.

Before proceeding further, the group have requested that council indicate its requirements to support the project.

There are two areas in relation to the proposal that council would need to give further consideration prior to supporting it. Firstly being that the site selected is a Reserve for Public Recreation (R 48134) in Phillip Street Molong, opposite Molong Central School. The land is subject to a Native Title claim. Advice from the Molong Advancement Group is that information could be obtained from Dubbo Aboriginal Lands Council, however on further investigation it was discovered that responsibility for the management of Native Title claims is with the NSW Aboriginal Lands Council and correspondence has been forwarded to them to ascertain what may be involved in determining the claim.

The second area which would need clarification is the ongoing running costs of the proposed complex. By way of comparison, the total running costs of the Blayney pool, gymnasium and multi-purpose indoor sports centre is $1.34M per annum, of which $426,000 is recovered in user fees, making an annual cost to the council of approximately $608,000.

Although the Molong Advancement Group are attempting to lower running costs by use of solar power, the life and cost of various components would need to be known as council would be responsible for their replacement should it support the project. Each component would need to have its life-span identified and the individual cost of each component part would need to be advised. For example, if the component parts had a ten-year life at a cost of $5M, council would be required to set aside $500,000 per year for their replacement. This cost would be in addition to any other running costs such as top-up power, chemicals, staffing or contractor costs, etc.



ITEM 13 - DROUGHT ASSISTANCE

REPORT IN BRIEF

Reason For Report	To advise on hardship being experienced by a number of residents.

Policy Implications	Nil
Budget Implications	Unknown
IPR Linkage	4.5.2.c - Engage with community to determine future needs & objectives
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\CORPORATE MANAGEMENT\POLICY\POLICY CORRESPONDENCE - 960519

RECOMMENDATION

THAT Council provide access to water from the Molong Depot stand-pipe at no charge based on the following parameters:

1. Recipients being registered with details of their location, rural enterprise and where the water will be utilised.
2. The water is to be used for domestic purposes only.
3. Parties who have registered will be responsible for cartage of the water.
4. This policy will be reviewed after a three-month trial period or should the level of water restrictions for the town water supplies increase.
5. The policing of on-selling of water.

GENERAL MANAGER'S REPORT

Council has recently been approached from a number of people offering to cart water to drought affected families whose domestic supply has seriously diminished. In the first instance, the Mayor authorised allocation of water free of charge through the Community Facilitation Fund with 10 deliveries having been made to date.

It is anticipated that as the drought continues this situation will become more frequent and that council should have in place a policy in relation to supply of water to drought affected families.

A number of councils in the region have implemented a policy of providing either free or subsidised water for residents of their local government area. The current cost of water purchased from council's stand-pipe at the Molong Depot is $6.20 per kilolitre with average water loads being around 10,000 litres, this would represent a contribution from council of $62 per load. It is difficult to quantify the on-going costs of the suggested assistance measure as the level of demand is difficult to predict.

Council has received verbal advice that it has been included in a drought assistance package, details of which are yet to be formally advised. If further details are received they will be made available on the day of the meeting.

ITEM 14 - ANNUAL FINANCIAL STATEMENTS

REPORT IN BRIEF

Reason For Report	To seek authorisation for the signing of the Councillor Statements for the General Purpose and Special Purpose Financial Statements.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.a. Provide quality administrative support and governance to councillors and residents
Annexures	1. Annual Financial Statements⇩
File Number	\OFFICIAL RECORDS LIBRARY\FINANCIAL MANAGEMENT\FINANCIAL REPORTING\2016-2017 ANNUAL FINANCIAL STATEMENTS - 958587

RECOMMENDATION

THAT:

1. The Mayor, Deputy Mayor, General Manager and Director of Finance & Corporate Services sign the Statement by councillors and management pursuant to section 413(2) of the Local Government Act for both the General Purpose and Special Purpose Financial Statements.

2. Council refer the General Purpose Financial Statements and Special Purpose Financial Statements to the Audit Office NSW for audit.

FINANCE MANAGER'S REPORT

Under Section 413 of the Local Government Act 1993, Council must prepare financial reports for each year and must refer them for audit as soon as practicable after the end of that year. Section 416(1) sets a maximum time limit of 4 months after the end of the year for the audit to be conducted.

Council's auditor, the Auditor General of NSW, undertook their preliminary audit of Cabonne Council's accounts for the year ended 30 June 2018 during week of 20 August 2018. Attached is the preliminary result for Council showing a Net Operating result of $8.234 million. This figure may change as a result of the audit. Once the audit is finalised, a full and comprehensive report will be presented to Council by the auditor and Council will have the opportunity to question any element of the audit process.

As per section 413 (2) of the NSW Local Government Act 1993, a Council's financial reports must include:

a) A general purpose financial report;
b) Any other matter prescribed by the regulations;
c) A statement in the approved form by the Council as to its opinion on the general purpose financial report.

The signing of the Statement by councillors and management on the approved form, for both the General Purpose and Special Purpose Financial Statements must be completed to enable the audit report to be finalised. This form is required to be signed by the Mayor, at least one other councillor, the General Manager, and the Responsible Accounting Officer. Historically the Deputy Mayor has signed as the second member of Council.

ITEM 15 - UNFINISHED WORKS COMMENCED IN 2017/2018 NOT COMPLETED AS AT 30/06/2018 - REQUIRED TO BE CARRIED FORWARD TO THE 2018/2019 BUDGET

REPORT IN BRIEF

Reason For Report	To advise Council that the works listed in the attachment have not been completed in the 2017/2018 budget and are required to be carried forward to 2018/2019
Policy Implications	No
Budget Implications	No
IPR Linkage	4.5.5.j Provide, maintain and develop financial services and systems to accepted standards - satisfying regulatory and customer requirements
Annexures	1. Carry Forward List 2⇩
File Number	\OFFICIAL RECORDS LIBRARY\FINANCIAL MANAGEMENT\BUDGETING\CABONNE COUNCIL ANNUAL BUDGET - 959483

RECOMMENDATION

THAT the projects listed in the attachment be carried forward to the 2018/2019 budget

SENIOR ACCOUNTING OFFICER'S REPORT

The items in the attachment "Carried Forward List 2" remain unfinished as at 30 of June 2018.

Under Regulation 211, Council is permitted to carry forward unspent balances of jobs/works that have been commenced or contracted in the year for which the budget was proposed, to the following year.

The works listed are covered by transfer from reserve.

ITEM 16 - MILLTHORPE VACATION CARE

REPORT IN BRIEF

Reason For Report	To establish a Vacation Care service in Millthorpe
Policy Implications	NIL
Budget Implications	NIL
IPR Linkage	3.1.1.c Review alternatives for After School (AS) Hours care
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COMMUNITY SERVICES\SERVICE PROVISION\MILLTHORPE AFTER SCHOOL CARE - 959291

RECOMMENDATION

THAT Council proceed with the proposal to establish Vacation Care at Millthorpe

ACTING COMMUNITY SERVICES MANAGER'S REPORT

Millthorpe Vacation Care (Blayney Shire)

The following proposal is put forward to establish a Vacation Care service at Millthorpe.

The Director of Corporate Services at Blayney Shire Council has been contacted in regards to Cabonne establishing this service. Cabonne has approval, as long as there are no financial implications for Blayney Shire.

The proposal:

- The Vacation Care service will be available to children aged 5 to 12 years as long as they are enrolled in a school.

- The service will run from the Millthorpe School of Arts Hall, which is currently used for Cabonne's After School Care. Hall hire is $100 per week.

- Millthorpe Public School has granted Cabonne permission to use the schools playground, which is opposite the Hall. This is currently the practice for After School Care also.

- As per the Department of Education requirements, each child must have 3.25 square meters of unencumbered indoor space. The area of the hall will allow for 28 children at one time.

- The educator to child ratio for children over preschool age is 1 educator to 15 children.

- As the service will run from 8.00am-6.00pm, there will be two shifts 8.00am-1.00pm and 1.00pm-6.00pm. It will be staffed by current Cabonne After School Care staff.

- Cabonne has currently had expressions of interest from 25 families, totalling 45 children. Showing that there is a significant need for a vacation care service.

Suggested cost proposal for Cabonne:

Organisation	Cost	Operating Times	Inclusion / Exclusions
Cabonne Council	$ 65.00	8.00am - 6.00pm	Morning and afternoon tea provided Provide own lunch

How this compares to other Vacation Services within the area:

Organisation	Cost	Operating Times	Inclusion / Exclusions
PCYC Orange	$ 40.00	8.30am - 5.00pm	No food provided
Kinross Orange	$ 55.00	8.00am - 6.00pm	Afternoon tea provided for Kinross enrolled children only
Orange City Council	$ 54.00	7.00am 6.00pm	No food provided
Waratahs Orange	$ 61.00	6.00am - 6.00pm	Food provided
Previous service at Millthorpe	$ 50.00	8.30am - 4.00pm	Only afternoon tea provided

Families are able to claim the Child Care Subsidy for care provided. The Child Care Subsidy is paid directly to the service, which then reduces the fee families are required to pay. It cannot be predicted how much this will reduce the fee, as it is based on the individual family's income and how many hours of work or study each parent does.

The budget below details annual income and expenses. Although there has been interest for 45 placements, the budget below has been worked out on a more modest 28 placements.

Staff salaries in the budget are for two staff per shift, per day, for the ten weeks. Salaries have been worked out at the maximum rate; this will change depending on what staff are rostered on.

Annual Budget

Income

28 children x $65 ea x 5 days x 10 weeks $ 91,000.00

	$ 91,000.00
Expenses	
Salaries	$ 33,000.00
Wages on-cost (35%)	$ 11,550.00
Hall rent ($100 / wk)	$ 1,000.00
Materials - food, craft	$ 5,000.00
Cleaning ($10 / day)	$ 500.00
Kidsoft (childcare management program)	$ 600.00
Overheads (15%)	$ 1,065.00
	$ 52,715.00
Annual surplus	**$ 38,285.00**

A new service approval from the Department of Education usually takes 90 days, therefore this service will be available for January 2018 school holidays.

The initial service will run 2– 28 January 2019 as well as 13 – 28 April 2019 to trial how successful it is. If successful, it will run for 10 weeks of the year, being school holidays.

Millthorpe Vacation Care is to be the pilot program for Vacation Care in the area. If successful, it will be rolled out in villages within Cabonne for the benefit of rate payers.

ITEM 17 - MULLION CREEK PLAYGROUP

REPORT IN BRIEF

Reason For Report	To establish a Playgroup at Mullion Creek
Policy Implications	NIL
Budget Implications	NIL
IPR Linkage	3.1.1.c Review alternatives for After School (AS) Hours care
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COMMUNITY SERVICES\SERVICE PROVISION\MULLION CREEK AFTER SCHOOL CARE - 959292

RECOMMENDATION

THAT Council proceed with the proposal to establish a Playgroup at Mullion Creek

ACTING COMMUNITY SERVICES MANAGER'S REPORT

Proposal for Playgroup at Mullion Creek

The following proposal is put forward to establish a Playgroup at Mullion Creek.

The benefits of starting this playgroup will be to provide socialisation development whilst creating a sense of community for children that are too young to begin preschool.

The playgroup will run from Mullion Creek Public School. It will allow for parents to build and develop links with the school; which would see a natural progression from playgroup, to preschool (which is also run from the school) onto primary school.

The Public School has indicated they have had interest from 20 families within the school community. There is the potential for more families once advertised outside of the school, particularly from first time mothers. Cabonne will advertise through newspapers and social media, along with the School newsletter.

The playgroup will run 9am-12noon every Tuesday except school holidays and be open to children 0-4 years of age.

The cost to attend will be $10.00 per family. This would cover the cost of tea / coffee / milk and morning tea, along with craft supplies.

Mullion Creek School has offered to assist in donating supplies, along with local community members who are eager to get this project started.

The budget below details the daily income and expenses. Although there has been interest from 20 families, the budget below has been worked out on a more modest 15 families.

Although the playgroup itself runs for three hours, staff salaries are for four hours, which allows time to set up and pack up after playgroup. The playgroup will be staffed by current Cabonne After School Care staff.

The net costs will be absorbed by Cabonne After School Care, which currently runs at a surplus with a significant balance in Council reserves. Staff are also hopeful in obtaining a grant to assist financially.

Income		
Families 15 x $10.00 ea	$	150.00
	$	**150.00**
Expenses		
Salaries	$	136.44
Wages on-cost (35%)	$	47.75
Materials - food, craft	$	50.00

Advertising	$ 10.00
	$ 244.19
Weekly balance	**-$ 94.19**
Yearly	**-$3,767.60**

ITEM 18 - CABONNE ACQUISITIVE ART PRIZE

REPORT IN BRIEF

Reason For Report	To provide Council with suggested models and costings for a possible Cabonne Acquisitive Art Prize
Policy Implications	Nil
Budget Implications	Possible $15,000-$20,000. No specific budget allocated for 2018-19
IPR Linkage	6.1.1.a Item without specific IPR action
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\ECONOMIC DEVELOPMENT\REPORTING\COUNCIL REPORTS - 959388

RECOMMENDATION

THAT Council determines whether it wishes to conduct an Acquisitive Art Prize competition

COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER'S REPORT

At its July Ordinary meeting, Council requested a report on the feasibility of Cabonne Council conducting an acquisitive art prize, detailing how it could operate and the costs involved.

An acquisitive art prize is an art competition where the major prize involves the purchase of the winning artwork by the competition organiser.

Many councils throughout Australia conduct similar competitions. The main objective is to foster the arts in their Local Government Areas and provide the councils with an ongoing art collection. In the Central West, Blayney has an acquisitive art competition and the former Wellington Council operated a similar prize for many years.

Models and budgets vary in scale, however most are operated along similar lines.

Some restrict entries to paintings of a certain dimension that can be hung in a council art gallery or civic buildings, while others open their competitions to all mediums, including sculptures.

Competitions usually involve an exhibition, generally of 7-10 days' duration and a function at the end of the exhibition to announce the winning entry.

Judging is either conducted by councillors, a panel appointed by the council or a suitably qualified, independent judge invited by the council.

Possible Models

Cabonne Council may wish to consider several models for an acquisitive art prize. Some councils choose to restrict the competition to artists residing in their Local Government Area to encourage the development of the arts locally and provide a financial benefit for local artists. Others open their competitions to all artists to provide the opportunity to purchase the highest quality works.

Two possible models for consideration are:

1. Acquisitive art prize open only to artists living in Cabonne LGA.

   As stated above this would provide an additional opportunity for locally-based artists and hopefully foster the arts in Cabonne.

   It could involve a three-tier prize structure, incorporating the acquisitive prize, a smaller non-acquisitive prize for a "people's choice" award and a further non-acquisitive prize for the best artwork by a junior artist. Council would set the age limit for the junior artist, such as under 16 or 18 years.

2. An open acquisitive art prize with no residential restrictions for the major prize.

   This model may give the competition a higher standing in the arts community and attract entries from more noted artists outside the Cabonne LGA.

   It would possibly involve a four-tier prize structure, incorporating the acquisitive prize for the overall winning entry and further non-acquisitive prizes for best work by an artist residing in Cabonne LGA, the "people's choice" award and best work by a junior artist.

Possible Budget

Obviously the budget would vary depending on the model Council favoured.
In the case of Option 1, a possible model could involve an overall budget of $15,000, incorporating an acquisitive purchase prize of $5000, further non-acquisitive prizes of $500 for the "people's choice" award and $500 for the best junior work.

This would leave $9,000 to conduct the exhibition, the function to announce the winners and to promote and advertise the event.

The budget for Option 2 would be greater as it would involve a four-tier prize structure and may require a higher acquisitive prize to attract entries from noted artists.

A possible budget could be $20,000, involving a $7,500 acquisitive prize, a non-acquisitive prize of $2,500 for the best work by an artist residing in Cabonne LGA and non-acquisitive prizes of $500 for the "people's choice" award and $500 for the best junior artwork.

Again this would leave $9,000 to conduct the exhibition, the function to announce the winners and to promote and advertise the event.

However, the level of prizemoney and overall budget would be a matter for Council to consider.

The cost of either model would be partly offset by entry fees, such as $20 per artwork, a format for the "people's choice" award where people attending the exhibition would pay a small amount, such as $2, to vote for their favourite work.

This not only helps to defray costs, but also helps to deter any artist from manipulating the outcome by paying or encouraging family and colleagues to vote for their work. For example if 250 votes were needed to win the "people's choice" award, it would cost $500, thus negating any financial advantage.

Because Cabonne Council has been a long-standing member of Arts Out West and pays annual membership fees of about $10,000, Councils Community Engagement and Development Manager approached Arts Out West about possible financial sponsorship for a Cabonne Acquisitive Art Prize.

The organisation's Executive Officer Tracey Callinan said Arts Out West was not in a position to provide any financial support, but could assist with judging and promotion through its normal media channels at no additional cost.

Judging and hosting

The judging model would also be a matter for Council to determine, whether the prize be judged by Councillors, a panel appointed by Council or an independent judge. Inviting an independent judge could incur additional costs for undertaking the judging, travel and accommodation.

It would be desirable for the exhibition and announcement function to be hosted by a different Cabonne village each year, similar to the Cabonne Daroo Business Awards.

Council would have to determine where the artworks would be permanently displayed after being acquired each year.

Where sculptures are acquired, they could be erected in public places in various villages. The conditions of entry would have to state that a sculpture be robust enough to be erected securely in a park or another public area.

Council would also have to determine the optimum time of the year to conduct the competition.

ITEM 19 - EVENTS ASSISTANCE PROGRAM 2018-2019

REPORT IN BRIEF

Reason For Report	For Council to consider applications for funding under the 2018-2019 Events Assistance Program
Policy Implications	Nil
Budget Implications	Up to $26,000 to be funded from the 2018-2019 Events Assistance program
IPR Linkage	4.4.1.c Provide assistance to community groups
Annexures	1. Events Assistance Application - Banjo Paterson Dinner⇩ 2. Canowindra Challenge 2019 EAP application⇩ 3. 2018 Orange Wine Festival EAP Application Form⇩
File Number	\OFFICIAL RECORDS LIBRARY\ECONOMIC DEVELOPMENT\REPORTING\COUNCIL REPORTS - 959596

RECOMMENDATION

THAT

1. Council approve $1,000 funding under 2018-2019 Events Assistance Program (EAP) to Molong Advancement Group for the 2018 Banjo Paterson Dinner

2. Council
    a. Approve $20,000 funding under the 2018-2019 EAP to Canowindra Challenge for the 2019 Canowindra International Balloon Challenge; or
    b. Approve an alternative amount of funding under the 2018-2019 EAP to Canowindra Challenge for the 2019 Canowindra International Balloon Challenge, taking into account Council's annual contribution to Orange 360 to promote major regional events.

3. Council

c. Approve $5,000 funding under the 2018-2019 EAP to Orange Region Vignerons Association for the 2018 Orange Wine Festival; or
d. Approve an alternative amount of funding under the 2018-2019 EAP to Orange Region Vignerons Association for the 2018 Orange Wine Festival, taking into account Council's annual contribution to Orange 360 to promote major regional events.

COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER'S REPORT

Council has received three applications under the 2018/2019 EAP for events that promote Cabonne and attract visitors.

Application 1

Organisation: Molong Advancement Group
Event: Banjo Paterson Dinner, Village Green, Molong
Date: 23 February 2019
Requested amount: $1,600
Reason for funding: A contribution towards offsetting marketing, promotion and event management commitments

Event Description

The Banjo Paterson Dinner is being organised as a signature event during the 2019 Banjo Paterson Festival, incorporating Orange and surrounding villages. It will complement events being held at Yeoval and Manildra, as well as those being conducted in Orange.

The dinner replaces the 100 Mile Dinner previously held on the Molong Village Green as part of Orange FOOD Week.

Molong Advancement Group believes the event will attract about 350 guests, based on attendances at the 100 Mile Dinner. Eat Your Greens at Eugowra will prove a four-course meal and wine for each course will be provided by the Orange Vignerons Association. Entertainment will include live music and readings of Banjo Paterson Poems.

The event will help to raise funds for local schools and sporting groups. Council previously provided EAP funding to the Molong 100 Mile Dinner, first as a stand-alone event, and then as part of Orange FOOD Week.

Assessment

Although this event is being held as part of the Banjo Paterson Festival for the first time, it has been very successful in the past under the 100 Mile Dinner banner. The application meets the Event Assistance Program funding

objectives of a core event. Its aim is to attract visitation to the area and support a number of Cabonne business enterprises.

Application 2

Organisation:	Canowindra Challenge Inc.
Event:	Canowindra International Balloon Challenge
Date:	19-28 April 2019
Requested amount:	$20,000
Reason for funding:	A contribution towards offsetting marketing, promotion, event management, electronic ticketing and insurance

Event Description

The Canowindra International Balloon Challenge is a week-long competitive hot air ballooning event, which attracts leading international and Australian balloonists.

It involves a number of ballooning competitions and is highlighted by a major balloon glow and food and wine market.

The event is a Destination NSW Flagship Event, attracting more than 11,000 visitors to Canowindra, as well as 200 competitors, crews and officials. A further 200 volunteers come into town to be involved in the ballooning activities.

In its post event report of the 2018 festival, Canowindra Challenge estimated total attendance of 11,500 at events during the week, with $1.5 million being injected into the local economy.

The competition this year involved 20 balloons from Australia, the USA, New Zealand and France, the highest number in the Challenge's history.

The Challenge raises funds for many Canowindra community groups and charities, including local schools, sporting clubs, the SES, CWA, St John Ambulance and RFS.

Council has provided $20,000 per year in EAP funding to the Canowindra International Balloon Challenge for the past four years and a total of $121,000 over the past eight years.

Assessment

This application meets the grant criteria of the EAP as a flagship event that will attract visitors to Cabonne and make a significant contribution to the Cabonne and regional economies.

The Canowindra International Balloon Challenge is also regarded as a flagship event to be promoted as part of Council's membership of the Orange 360 regional tourism organisation. Council contributes more than $64,000 a year to be a member of Orange 360. The promotion of flagship and signature events in the region is seen as a core function of Orange 360.

Application 3

Organisation: Orange Region Vignerons Association
Event: 2018 Orange Wine Festival
Date: 12-21 October 2018
Requested amount: $5,000
Reason for funding: A contribution towards the cost of advertising and producing marketing material

Event Description

2018 will mark the 13th year of the Orange Wine Festival, which will be held over 10 days this year. It will showcase 85 events including signature activities such as the Orange Wine Show Tasting, Wine and Food Night Market in Orange, Wine in the Vines and the Vino Express rail tour package to Orange on two weekends.

The festival will involve 24 cellar doors, many of which are in Cabonne LGA, and a number of events in Cabonne.

In additional to the standard EAP conditions regarding logos and acknowledgement on all promotion material, for $5,000 in EAP funding the vignerons association proposes to:

a. Distribute Cabonne promotional material at Wine Central which will run from 11am-12.30pm on weekdays at the Orange Visitor Information Centre; and
b. A banner advertisement on the program page of the Orange Wine Festival website.

Council has provided EAP funding of $5,000 per year to the Orange Wine Festival in 2016 and 2017 and a total of $22,500 over the past six years.

Assessment

This event meets the EAP funding objectives of a core event. Its aim is to attract visitation to the area and support a number of Cabonne business enterprises.

The 2018 Orange Wine Festival is regarded as a core event to be promoted as part of Council's membership of the Orange 360 regional tourism organisation. Council contributes more than $64,000 a year to be a member of Orange 360.

The promotion of flagship and signature events in the region is seen as a core function of Orange 360.

2018-2019 EAP Summary

Council provided funding totaling $9,500 to eight events in July 2018. Should Council allocate the recommended amounts this month, the total expenditure to date in 2018-2019 will be $35,500 of the $52,851 available in the program, leaving a balance of $17,351.

Events Assistance Program Expenditure

2018-2019 Funding Allocation	**$52,851**

Funding approved in 2018-2019

Canowindra Baroquefest	$3,000
Molong Village Markets	$500
Cargo Village Markets	$500
Australian National Field Days	$2,500
Canowindra Christmas in July	$500
Central West Charity Tractor Trek	$1,500
Molong Spring Arts Festival	$500
Canobolas Endurance Riders Bullio Cup	$500
Total Expenditure to date	**$9,500**
Remaining Funds	**$43,351**

ITEM 20 - RENTAL OF VACANT OFFICE SPACE AT 70 GASKILL STREET, CANOWINDRA

REPORT IN BRIEF

Reason For Report	For Council to determine a request to rent vacant office space within 70 Gaskill St, Canowindra
Policy Implications	Nil
Budget Implications	Nil - no income budgeted for in the 2018/2019 financial year
IPR Linkage	4.4.1.c Provide assistance to community groups
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COUNCIL PROPERTIES\USAGE\BUILDINGS - 958997

RECOMMENDATION

THAT Council determine the request as detailed in the report.

OPERATIONS MANAGER - URBAN SERVICES AND UTILITIES' REPORT

Council recently received the following correspondence from Mr Arthur Falconer, the Chair of Canowindra Arts Inc.

Canowindra Arts Inc is a not for profit organisation focused on developing the arts in our region. In the last 20 months since incorporation we have conducted 6 art shows attracting over 3,000 visitors, run 2 fully funded art mentoring programs for local youth and developed a base of 22 active artists.

The basis for the organisation is 3 fold.

1. *Provide a cost effective opportunity for local artists to display and sell their works*
2. *Develop the arts for all age groups with a particular focus on the youth.*
3. *Provide a low cost tourist activity for casual visitors and attract new visitors to our arts training.*

Art is a low impact attraction that fits with the historic persona of Canowindra and acts as an attraction all year round. It is the ideal complement to the larger big bang events such as The Balloon Festival, Baroquefest and the 100 Mile Dinner.

We are a stable organisation with a committed, capable and enthusiastic committee. Our plans for growth have been retarded due to lack of suitable permanent premises, our original exhibitions were in the old Walkers hardware Store and more recently in one of the old Finns shops.

This lack of a firm longer-term base has prevented any long term promotion as we are at the mercy of so many other factors. It is for this reason we are writing to you.

We note that the small shop space adjacent to the Council Offices and Library has been vacated.

This area is small but offers a large amount of wall space and hence is ideal as a gallery space.

Firstly, we request an opportunity to look inside the shop to further assess its suitability and secondly assuming it is suitable the Council agrees to rent the premises for a period of 12 months at a nominal rent thus allowing us to prove our concept, this will assist us to provide the much-needed tourist activity and training we know is attractive to so many and successfully utilised by other small region towns and villages.

While we have remained financial throughout our existence the functions have not generated sufficient cash flow to pay a commercial rent.

Shortly after this correspondence was received Council Officers met with Mr Falconer on site to assess its suitability as requested within the correspondence.

Mr Falconer indicated that the office assessed would be suffice for the Canowindra Arts Inc to meet their needs. He has requested that 12 months of rent be fully subsidised to assist with the growth of this organisation, it is

envisaged after this period the organisation will be more established and renegotiations in regards to the rent payable will be had at that time.

Whilst a request has been made in regards to the rent payable ($110.00 per week) the organisation has confirmed that they will be fully responsible for all other outgoings.

ITEM 21 - QUESTIONS FOR NEXT MEETING

REPORT IN BRIEF

Reason For Report	To provide Councillors with an opportunity to ask questions/raise matters which can be provided/addressed at the next Council meeting.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g. Code of Meeting Practice adhered to
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\NOTICES - MEETINGS - 936863

RECOMMENDATION

THAT Council receive a report at the next Council meeting in relation to questions asked/matters raised where necessary.

GENERAL MANAGER'S REPORT

A call for questions for which an answer is to be provided if possible or a report submitted to the next Council meeting.

ITEM 22 - BUSINESS PAPER ITEMS FOR NOTING

REPORT IN BRIEF

Reason For Report	Provides an opportunity for Councillors to call items for noting for discussion and recommends remainder to be noted.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g - Code of Meeting Practice adopted and implemented.
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\PROCEDURES - 936864

RECOMMENDATION

THAT:

1. Councillors call any items they wish to further consider.
2. The balance of the items be noted.

GENERAL MANAGER'S REPORT

In the second part of Council's Business Paper are items included for Council's information.

In accordance with Council's format for its Business Paper, Councillors wishing to discuss any item are requested to call that item.

ITEM 23 - MATTERS OF URGENCY

REPORT IN BRIEF

Reason For Report	Enabling matters of urgency to be called.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.a. Provide quality administrative support and governance to councillors and residents
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\NOTICES - MEETINGS - 936865

RECOMMENDATION

THAT Councillors call any matters of urgency.

GENERAL MANAGER'S REPORT

Council's Code of Meeting Practice allows for the Council to consider matters of urgency which are defined as *"any matter which requires a decision prior to the next meeting or a matter which has arisen which needs to be brought to Council's attention without delay such as natural disasters, states of emergency, or urgent deadlines that must be met".*

This item enables councillors to raise any item that meets this definition.

ITEM 24 - COMMITTEE OF THE WHOLE SECTION OF THE MEETING

REPORT IN BRIEF

Reason For Report	Enabling reports to be considered in Committee of the Whole.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.g. Code of Meeting Practice adhered to
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\PROCEDURES - 936866

RECOMMENDATION

THAT Council hereby resolve itself into Committee of the Whole to discuss matters called earlier in the meeting.

GENERAL MANAGER'S REPORT

Council's Code of Meeting Practice allows for the Council to resolve itself into "committee of the whole" to avoid the necessity of limiting the number and duration of speeches as required by Clause 250 of the Local Government (General) Regulation 2005.

This item enables councillors to go into "committee of the whole" to discuss items called earlier in the meeting.

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MINUTES OF THE ORDINARY COUNCIL MEETING HELD AT THE COUNCIL CHAMBERS MOLONG ON TUESDAY 24 JULY, 2018 COMMENCING AT 2.07PM

PRESENT Clr K Beatty (in the Chair), M Nash, P Mullins, G Treavors, C Newsom, A Durkin, L Oldham, P Batten, K Walker, J Weaver and I Davison.

Also present were the General Manager, Director of Finance & Corporate Services, Director of Engineering & Technical Services, Director of Environmental Services, Administration Manager and Administration Officer.

ITEMS FOR DETERMINATION

ITEM - 1 APPLICATIONS FOR LEAVE OF ABSENCE

Proceedings in Brief

An apology was tendered on behalf of Clr Jones for his absence from the meeting.

MOTION (Davison/Nash)

THAT the apology tendered on behalf of Clr Jones be accepted and the necessary leave of absence be granted.

18/07/01 Carried

ITEM - 2 DECLARATIONS OF INTEREST

Proceedings in Brief

Clr Oldham declared an interest (identified as an actual conflict of interest, pecuniary) in Item 17 as Jayes Gallery benefited from Arts Out West advertising and promotion and she is also on the advisory board.

Clr Newsom declared an interest (identified as an actual conflict of interest, pecuniary) in Item 18 as her daughter is the publisher of the Canowindra Phoenix.

Clr Batten declared an interest (identified as a perceived conflict of interest, non-significant, non-pecuniary) in Item 18 due to being a member of Molong Advancement Group who are organising and conducting the Molong Village Markets.

Clr Mullins declared an interest (identified as an actual conflict of interest, pecuniary) in Item 18 due to owning Molong Express and providing paid advertising for the Molong Village Markets.

Clr Durkin declared an interest (identified as an actual conflict of interest, significant non-pecuniary) in Confidential Item 4 due to being personal friends with the applicant for the Canowindra Swimming Pool contract.

Clr Walker declared an interest (identified as an actual conflict of interest, pecuniary) in Confidential Item 7 as he is a Board Member and the Public Officer of the Canowindra Services Club.

Clr Walker declared an interest (identified as a perceived conflict of interest, non-significant non-pecuniary) in Confidential Item 11 due to having a personal association with the ratepayer.

MOTION (Durkin/Oldham)

THAT the declarations of interest be noted.

18/07/02 Carried

ITEM - 3 DECLARATIONS FOR POLITICAL DONATIONS

Proceedings in Brief

There were nil declarations for political donations.

MOTION (Nash/Durkin)

THAT it be noted there were nil declarations for political donations.

18/07/03 Carried

It was noted the time being 2.09pm there was a Youth of the Month presentation made to Molong Central School student Matthew Beuzeville.

ITEM - 4 MAYORAL MINUTE - APPOINTMENTS

Proceedings in Brief

26/06/18 – Attended Molong Office for business paper review with General Manager, Directors, Deputy Mayor and Clr Nash. Attended the May Ordinary Council Meeting.

27/06/18 – Attended the Molong Office for a meeting with the General Manager. Interview with Neil Gill radio program. Interview with Prime TV.

28/06/18 – Interview with Bathurst 2BS. Meeting with the General Manager. Attended funding announcement for Four Mile Creek Road with Rick Colless. Meeting with Rick Colless regarding Stronger Country Communities and visiting the Cumnock and Yeoval water pipeline construction.

04/07/18 – Attended Molong Office for the General Manager's performance review with Clr Walker and Clr Nash. Conducted a review with the General Manager.

05/07/18 – Attended Yeoval Central School Careers Day.

10/07/18 – Attended Molong Office. Meeting with Regis Resources Gold Project. Meeting with Australian Museum CEO. Attended Molong Office for Public Forum and Workshop. Meeting with Marj Bollinger, General Manager and Clr Batten.

11/07/18 – Attended Orange 360 meeting in relation to Orange, Blayney and Cabonne Cycling Project.

20/07/18 Attended Canowindra in relation to the official opening of Bendigo Bank.

23/07/18 Attended Molong Office for meeting with the General Manager in relation to the General Manager's Performance Review.

MOTION (Beatty/-)

THAT the information contained in the Mayoral Minute be noted.

18/07/04 Carried

ITEM - 5 COMMITTEE OF THE WHOLE

MOTION (Davison/Durkin)

THAT it be noted there were nil items called to be debated in Committee of the Whole.

18/07/05 Carried

ITEM - 6 GROUPING OF REPORT ADOPTION

MOTION (Durkin/Oldham)

THAT Items 7 to 10 be moved and seconded.

18/07/06 Carried

ITEM - 7 CONFIRMATION OF THE MINUTES

MOTION (Durkin/Oldham)

THAT the minutes of the Ordinary meeting held 26 June 2018 be adopted.

18/07/07 Carried

ITEM - 8 REVIEW OF ORGANISATIONAL STRUCTURE

MOTION (Durkin/Oldham)

THAT Council's organisational structure consisting of the General Manager, Finance and Corporate Services, Engineering and Technical Services and Environmental Services Departments be endorsed.

18/07/08 Carried

ITEM - 9 DELEGATION OF AUTHORITY

MOTION (Durkin/Oldham)

THAT subject to not receiving direction from the Council as to the consideration of any particular matter by the Council itself, and subject to the requirements of the Local Government Act 1993 and Regulations thereunder and any express policy of the Council or regulations of any public authority other than the Council and pursuant to the powers conferred on Council by s377 of the Local Government Act 1993, the General Manager, Stephen John Harding, be authorised to exercise or perform on behalf of the Council the powers, authorities, duties and functions as follows:

1. The powers, functions and duties of Council other than those specified in s377(1) of the Local Government Act 1993, as being not permissible to delegate.

18/07/09 Carried

ITEM - 10 EXCLUSIVE LICENCE TO QUARRY - SMALL MINES

MOTION (Durkin/Oldham)

THAT Council authorise the affixing of the Common Seal to the Exclusive License to Quarry agreements of the following small mines:

1. Bennetts Pit – N6
2. Christophersons Pit – S3
3. Coadys Pit – N66
4. Manildra Common – S21
5. Reynolds Pit – N177

18/07/10 Carried

ITEM - 11 2018 LOCAL GOVERNMENT NSW ANNUAL CONFERENCE

Proceedings in Brief

Clr Oldham noted that she would like to see that Council attend the conference with two observers.

Clr Mullins suggested Council consider amending the number of attendees to allow all councillors the opportunity to attend at least once in their term of Council.

It was agreed that Clrs Nash, Oldham, Treavors and Mullins attend the conference this year.

Clr Davison requested that the Right to Farm legislation and the Federal Government's Population Policy be submitted for discussion at the conference.

MOTION (Oldham/Nash)

THAT Council:

1. Be represented at the 2018 Local Government NSW Annual Conference by the Mayor or his delegate, four observers nominated by Council, and the General Manager or his alternate delegate in an advisory capacity; and

2. Identify issues and/or motions to be submitted to the conference.

3. Reschedule the October Council meeting to Tuesday 30 October 2018.

18/07/11 Carried

ITEM - 12 CUDAL COMMUNITY CHILDREN'S CENTRE

Proceedings in Brief

The General Manager advised the Cudal Community Children's Centre had now been contacted by the Department of Education regarding the length of the lease and that an additional two years was required for security for the lease.

MOTION (Walker/Weaver)

THAT Council extend the current lease agreement with the Cudal Community Children's Centre for Lot 1 DP 1103344, 15 Main Street Cudal for two years.

18/07/12 Carried

ITEM - 13 INTEGRATED PLANNING & REPORTING - OPERATIONAL PLAN FINAL QUARTER REVIEW

MOTION (Weaver/Durkin)

THAT the update of the Operational Plan to 30 June 2018, as presented be adopted.

18/07/13 Carried

ITEM - 14 POLICY DATABASE - REVIEW BY COUNCIL WITHIN 12 MONTHS OF ELECTION

MOTION (Nash/Newsom)

THAT:

1. The policies listed in the report detailed "minor changes" be re-adopted;

2. The policies listed in the report detailed "without change" be re-adopted; and

3. The annexed draft Corrupt Conduct – Reporting to ICAC Policy, Donations Policy, Privacy Management Policy, Public Interest Disclosures (Internal Reporting) Policy, Policing in the Cabonne Area Policy, Communications and Media Policy and Cabonne Council CHSP Policies and Procedures (recommended changes detailed in report) be adopted.

18/07/14 Carried

ITEM - 15 REVOTED EXPENDITURE FOR UNCOMMENCED WORK LISTED IN THE 2017/2018 BUDGET

MOTION (Walker/Batten)

THAT the works listed in the attachment be included in the 2018/2019 budget.

18/07/15 Carried

ITEM - 16 CARRY FORWARD OF INCOMPLETE WORKS COMMENCED IN THE 2017/2018 BUDGET AS AT 30 JUNE 2018

MOTION (Nash/Weaver)

THAT the works listed in the annexure be carried forward from the 2017/2018 budget to the 2018/2019 budget.

18/07/16 Carried

It was noted the time being 2.30pm that Clr Oldham declared an interest (identified as an actual conflict of interest, pecuniary) in the following item as Jayes Gallery benefited from Arts Out West advertising and promotion and she is also on the advisory board and left the Chamber.

ITEM - 17 ARTS OUT WEST MEMBERSHIP

Proceedings in Brief

Clr Mullins suggested Fran or another representative from Arts Out West be invited to a future workshop to address Council and discuss ways to encourage more businesses to participate.

MOTION (Batten/Durkin)

THAT Council pay the annual fee of $9,757.61 to be a member of Arts Out West and invite a representative to address Council.

18/07/17 Carried

It was noted the time being 2.31pm Clr Oldham returned to the Chamber.

ITEM - 18 EVENTS ASSISTANCE PROGRAM 2018/19

It was noted the time being 2.33pm Clr Newsom declared an interest (identified as an actual conflict of interest, pecuniary) in the following item as her daughter is the publisher of the Canowindra Phoenix and left the Chamber.

Proceedings in Brief

Canowindra Christmas in July

Clr Mullins noted that the application does not state what the $500 is being spent on. The General Manager advised that the money will be spent on prizes. Clr Oldham noted that it should be declared on the prizes that they are funded by a Council donation.

Clr Davison noted that the event is a commercial operation. Clr Batten advised that although it is a commercial operation it is something positive for Canowindra so long as Council are identified as donating the $500.

The Community Engagement and Development Manager stated that the application was to offset the cost of promotion, marketing and prizes and that it is a requirement/condition to acknowledge Council in promotional material and media.

MOTION (Weaver/Nash)

THAT Council:

1. Approve funding of $500 for the Canowindra Christmas in July event under the 2018/2019 Events Assistance Program (EAP); and

2. Advise the organiser that Council wishes to be identified as donating to the event and the Mayor or another Council representative will attend the presentation.

18/07/18 Carried

It was noted the time being 2.44pm Clr Newsom returned to the Chamber.

It was noted the time being 2.45pm Clr Mullins declared an interest (identified as an actual conflict of interest, pecuniary) in the following item due to owning the Molong Express and providing paid advertising for the Molong Village Markets and left the Chamber.

Proceedings in Brief

Molong Village Markets / Cargo Village Markets

Clr Davison noted that Cargo Village Markets are on the same time as Molong Village markets and there is a clash between the dates, he suggested that the

two groups discuss dates for the future to avoid another clash. The General Manager clarified that they are set on the same weekend but separate days.

Clr Batten advised that Molong Advancement Group have had discussions regarding the issue. The Community Engagement and Development Manager noted that Council's Tourism and Community Development Coordinator tried to convince both parties to work out different dates but it was not a success.

MOTION (Treavors/Nash)

THAT Council approve funding of $500 for the Molong Village Market event under the 2018/2019 Events Assistance Program (EAP).

18/07/19 Carried

It was noted the time being 2.48pm Clr Mullins returned to the Chamber.

Proceedings in Brief

Canowindra Baroquefest

Clr Davison queried why the funding amount for Canowindra Baroquefest has increased this year. The Community Engagement and Development Manager advised that the amount has increased this year as it incorporates the Big Little Histories of Canowindra.

MOTION (Nash/Oldham)

THAT Council approve funding under the 2018/2019 Events Assistance Program (EAP) for the following events:

1.	Canowindra Baroquefest	$3,000
2.	Cargo Village Markets	$500
3.	Australian National Field Days	$2,500
4.	Central West Charity Tractor Trek	$1,500
5.	Molong Spring Arts Festival	$500
6.	Canobolas Endurance Rider Bullio Cup	$500

18/07/20 Carried

ITEM - 19 REQUEST FOR HERITAGE FUNDING - REPAIRS TO YARN MARKET'S COACH HOUSE, GIDLEY STREET, MOLONG.

MOTION (Durkin/Oldham)

THAT council allocate $1,500 of the 2018/2019 Local Heritage Fund to the Yarn Market Association Ltd for repairs to the exterior of the coach house situated upon Lot 24 DP 593344, Gidley Street, Molong.

18/07/21 Carried

ITEM - 20 BE SEEN BE SAFE CAMPAIGN

Proceedings in Brief

Clr Davison queried if Council have a financial obligation to support the campaign. The General Manager clarified that Council does not have a financial obligation.

Clr Batten queried the safety of vehicles travelling that already have flashing lights and is not sure if it should be mandatory where vehicles have lights that could be at eye level for other vehicles. The Director of Engineering and Technical Services advised that there has been discussions with the Depot Coordinator and the policy will only be implemented on vehicles that fit the purpose.

MOTION (Nash/Weaver)

THAT Cabonne Council support the Be Seen Be Safe campaign by creating a drive with your headlights on 24/7 policy for all fleet and plant vehicles.

18/07/22 Carried

ITEM - 21 QUESTIONS FOR NEXT MEETING

Proceedings in Brief

Clr Oldham requested a report on the feasibility of Council conducting an acquisitive art prize, detailing how it could operate and the costs involved.

Clr Durkin requested a report, in consultation with the RMS, relating to the pedestrian crossing in Tilga Street, Canowindra (near the school).

Clr Nash requested a report detailing the likelihood of a Return and Earn Deposit machine located in Cabonne.

Clr Davison requested an update regarding the Age of Fishes. The General Manager advised that a new agreement has been sent out and representatives from the Australian Museum will address Council at the September Workshop.

MOTION (Oldham/Durkin)

THAT Council receive reports at the next Council meeting in relation to the following:

1. The feasibility of Council conducting an acquisitive art prize, detailing how it could operate and the costs involved;

2. The pedestrian crossing in Tilga Street, Canowindra (near the school);

3. A Return and Earn Deposit machine being located in Cabonne.

18/07/23 Carried

ITEM - 22 BUSINESS PAPER ITEMS FOR NOTING

MOTION (Durkin/Treavors)

THAT the notation items be noted.

18/07/24 Carried

ITEM - 23 MATTERS OF URGENCY

MOTION (Nash/Durkin)

THAT it be noted there were nil matters of urgency.

18/07/25 Carried

ITEM - 24 COMMITTEE OF THE WHOLE SECTION OF THE MEETING

MOTION (Durkin/Weaver)

THAT Council hereby resolve itself into Committee of the Whole.

18/07/26 Carried

It was noted the time being 2.58pm the Chair announced that the Council would now be resolving into a Closed Committee of the Whole.

CONFIDENTIAL ITEMS

ITEM - 1 CARRYING OF COMMITTEE RESOLUTION INTO CLOSED COMMITTEE OF THE WHOLE MEETING

RECOMMENDATION (Weaver/Walker)

THAT the committee now hereby resolve into Closed Committee of the Whole for the purpose of discussing matters of a confidential nature relating to personnel or industrial matters, personal finances and matters which the publicity of which the Committee considers would be prejudicial to the Council or the individual concerned and that the press and the public be excluded from the meeting in accordance with the conditions of Council's Confidentiality Policy AND FURTHER that as reports to the Closed Committee of the Whole are likely to be confidential and their release prejudicial to the public interest and the provisions of Council's confidentiality policy, that copies of these reports not be made available to the press and public.

1. Carried

It was noted the time being 2.59pm that all staff were requested to leave the meeting.

It was noted the time being 3.25pm that all staff returned to the Chamber.

ITEM - 2 MAYORAL MINUTE - GENERAL MANAGER'S PERFORMANCE REVIEW

RECOMMENDATION (Beatty/-)

THAT Council note the verbal advice of the General Manager's Performance Review from the Mayor at the meeting.

2. Carried

ITEM - 3 ENDORSEMENT OF PROCEEDINGS OF CONFIDENTIAL MATTERS CONSIDERED AT COMMITTEE OF THE WHOLE MEETING

RECOMMENDATION (Weaver/Nash)

THAT the Committee endorse the accuracy of the Report of the Proceedings of Confidential Matters at the Council meeting held on 26 June 2018 and notes the recommendations recorded in the Official Ordinary Minutes of that meeting are sufficient to state the general effect of the proceeding in Closed Committee.

3. Carried

It was noted the time being 3.27pm Clr Durkin declared an interest (identified as an actual conflict of interest, significant non-pecuniary) in the following item due to being personal friends with the applicants for the Canowindra Swimming Pool contract and left the Chamber.

ITEM - 4 CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

4. Carried

It was noted the time being 3.28pm Clr Durkin returned to the Chamber.

ITEM - 5 CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

5. Carried

ITEM - 6 LEGAL ACTION

RECOMMENDATION (Walker/Durkin)

THAT Council pursue option 1 as outlined in the report.

6. Carried

It was noted the time being 3.28pm Clr Walker declared an interest (identified as an actual conflict of interest, pecuniary) in the following item as he is a member of the Canowindra Services Club Board and also Public Officer and left the Chamber.

ITEM - 7 REQUEST FOR CONSIDERATION OF SEWER CHARGES FOR ACCOUNT 9168000009

MOTION (Batten/Weaver)

THAT Council reduce the sewer cost to an average water consumption for four billing periods and write off $2,214.52 and interest accrued for account 9168000009.

7. Carried

It was noted the time being 3.29pm Clr Walker returned to the Chamber.

ITEM - 8 REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 4553680002

RECOMMENDATION (Mullins/Nash)

That Council reduce the consumption charges to the first level of charging for billing periods ending 31 January 2018 and 30 April 2018 for account 4553680002 and once paid write off the interest accrued.

8. Carried

ITEM - 9 REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 808000004

RECOMMENDATION (Nash/Newsom)

That Council reduce the consumption costs by 50% for account 808000004 and once paid, write off the interest accrued.

9. Carried

ITEM - 10 REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 4667121109

RECOMMENDATION (Weaver/Batten)

THAT Council reduce the consumption cost for account 4667121109 by 50% and write off $726.95 and interest accrued after payment of remaining charges.

10. Carried

It was noted the time being 3.30pm Clr Walker declared an interest (identified as a perceived conflict of interest, non-significant non-pecuniary) in Confidential Item 11 due to having a personal association with the ratepayer and left the Chamber.

* **ITEM - 11 REQUEST FOR CONSIDERATION OF INTEREST CHARGES FOR RATES A15437 AND SEWER ACCOUNT 2884000007**

RECOMMENDATION (Nash/Batten)

THAT Council write off interest charges of $180.97 from A15437 and $276.20 from 2884000007 for 2017/2018 and if regular payments are maintained, write off interest for 2018/2019.

11. Carried

It was noted the time being 3.32pm Clr Walker returned to the Chamber.

ITEM - 12 DEBT RECOVERY REPORT OF OUTSTANDING DEBTS

RECOMMENDATION (Davison/Durkin)

THAT the ratepayers in the annexure attached be advised in writing that if payment of their account is not made, or a satisfactory arrangement for payment is not made, within seven days of this correspondence that Council intends to issue a Statement of Claim for the recovery of all monies owed to Council.

12. Carried

It was noted the time being 3.33pm the mayor resumed the Ordinary meeting.

REPORT & RESOLUTIONS OF COMMITTEE OF THE WHOLE

MOTION (Walker/Batten)

THAT the Report and Recommendations of the Committee of the Whole Meeting held on Tuesday 24 July, 2018 be adopted.

18/07/27 Carried

There being no further business, the meeting closed at 3.35.pm.

CHAIRMAN.

Chairman of the Ordinary Meeting of Cabonne Council held on the 28 August, 2018 at which meeting the listed minutes were confirmed and the signature hereon was subscribed.

CABONNE COUNCIL

Government Information (Public Access) Act 2009

Agency Information Guide

2018-2019



Preface

This Agency Information Guide (Publication Guide) has been produced by Cabonne Council in accordance with Section 20 of the Government Information (Public Access) Act 2009 and is reviewed annually.

Agency Information Guides are a significant portal to government information. They allow the public to identify and access government information held by an agency. They connect the public and agencies by providing clear and accessible information on accessing government information.

This Agency Information Guide includes:

- The structure and functions of Cabonne Council;
- The way in which the functions of Cabonne Council affect members of the public;
- The avenues available to the public to participate in policy development and the exercise of Council's functions;
- The type of information available from Cabonne Council and how this information is made available.

The Agency Information Guide is available on Council's Website **www.cabonne.nsw.gov.au**



Stephen Harding
GENERAL MANAGER



Cabonne Council's Molong Office

Summary of Amendments

Date	Amendment	Date adopted by Council
July 2018	Complete Review	

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1 Structure and Functions of Council

1.1 About Cabonne Council

Cabonne Council is located in the Central Tablelands of New South Wales. The area is bounded by Dubbo Regional Council, Narromine Shire Council and Mid-Western Regional Council areas in the north, Bathurst Regional Council in the east, Orange City, Blayney Shire and Cowra Shire in the South, and Forbes Shire and Parkes Shire in the west.



Council's Mission

To be a progressive and innovative Council which maintains relevance through local governance to its community and diverse rural area by facilitating the provision of services to satisfy identified current and future needs.

Council's Vision

Cabonne Council is committed to providing sustainable local government to our rural communities through consultation and sound financial management which will ensure equitable resources allocation.

Council's Values

In all we do, we will:
Respect each other, our community and the environment we live in
Have the courage and confidence to 'have a go'
Balance today's decisions with the long term future in mind
Be friendly, approachable and work together
Strive to do our very best and take personal responsibility for our actions

1.2 Basis of Constitution

Cabonne Council is constituted under the Local Government Act, 1993 as a body politic of the State.

1.3 Organisation Structure and resources

Cabonne Council is not divided into wards and is governed by the body of councillors who are elected by the communities of the Local Government Area. The Mayor is elected by the councillors.

The role of councillors, as members of the governing body are:

- To direct and control the affairs of the Council in accordance with the Local Government Act 1993;
- To participate in the optimum allocation of Council's resources for the benefit of the area;
- To play a key role in the creation and review of Council's policies, objectives and criteria relating to the exercise of Council's regulatory functions;
- To review the performance of the Council and its delivery of services, management plans and revenue policies of the Council.

The role of a councillor is as follows:

a) To be an active and contributing member of the governing body;
b) To make considered and well informed decisions as a member of the governing body;
c) To participate in the development of the integrated planning and reporting framework;
d) To represent the collective interests of residents, ratepayers and the local community;
e) To facilitate communication between the local community and the governing body;
f) To uphold and represent accurately the policies and decisions of the governing body;
g) To make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor;
h) To be held accountable to the local community for the performance of the council.

The role of the Mayor is as follows:



a) To be the leader of the council and a leader in the local community;
b) To advance community cohesion and promote civic awareness;
c) To be the principal member and spokesperson of the governing body, including representing the views of the council as to its local priorities;
d) To exercise, in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council;
e) To preside at meetings of the council;
f) To ensure that meetings of the council are conducted efficiently, effectively and in accordance with this Act;
g) To ensure the timely development and adoption of the strategic plans, programs and policies of the council;
h) To promote the effective and consistent implementation of the strategic plans, programs and policies of the council;
i) To promote partnerships between the council and key stake holders;
j) To advise, consult with and provide strategic direction to the general manager in relation to the implementation of the strategic plans and policies of the council;
k) In conjunction with the General Manager, to ensure adequate opportunities and mechanisms for engagement between the council and the local community;
l) To carry out the civic and ceremonial function of the mayoral office;
m) To represent the council on regional organisational and inter-organisational forums at regional, State and Commonwealth level;
n) In consultation with the councillors, to lead performance appraisals of the general manager;
o) To exercise any other functions of the council that the council determines.

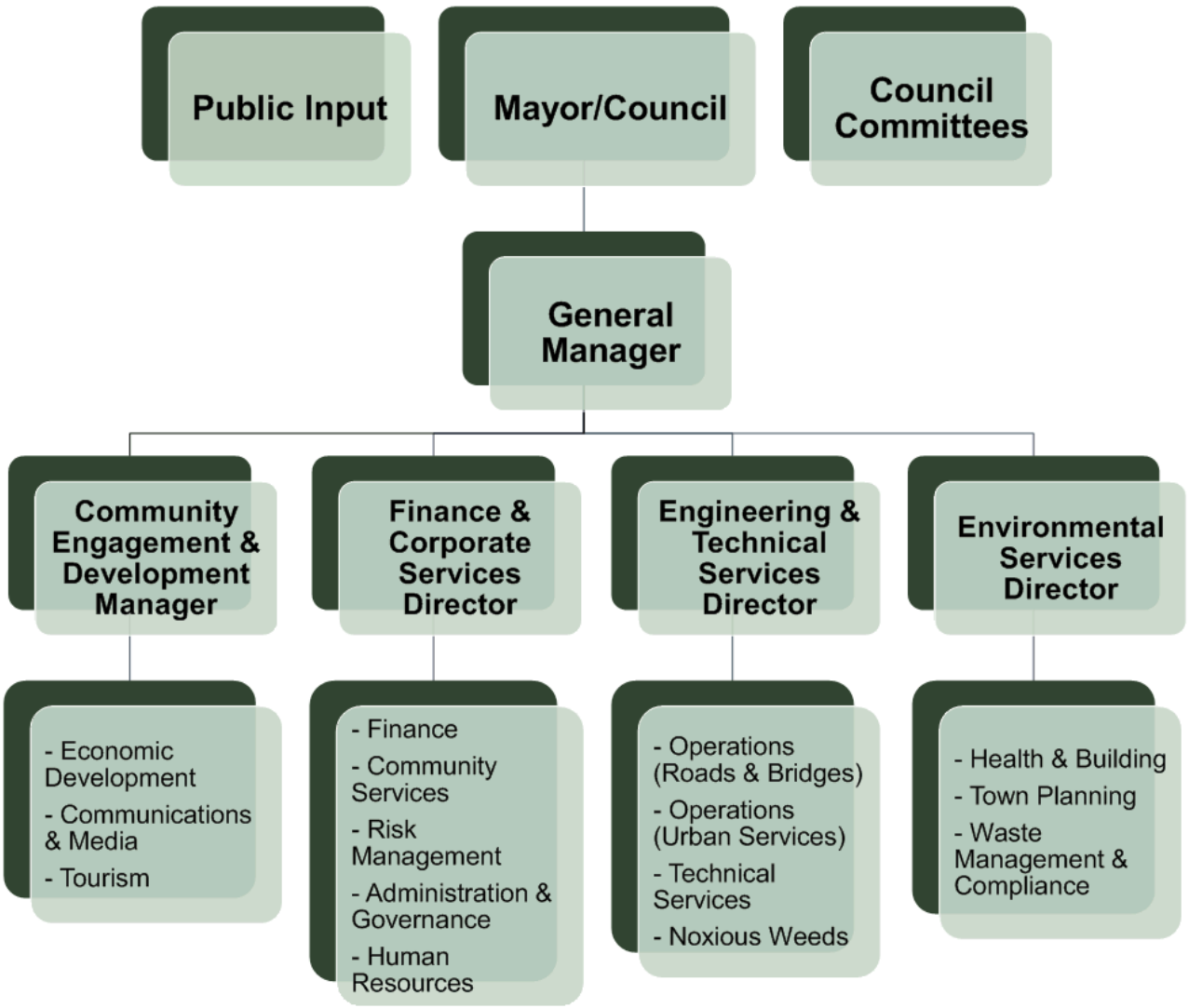
Functions of the General Manager



a) To conduct the day to day management of the council in accordance with strategic plans, programs strategies and policies of the council;
b) To implement, without undue delay, lawful decisions of the council;
c) To advise the mayor and the governing body on the development and implementation of the strategic plans, programs, strategies and policies of the council;
d) To advise the mayor and the governing body on the appropriate form of community consultation on the strategic plans, programs, strategies and policies of the council and other matters related to the council;
e) To prepare, in consultation with the mayor and the governing body the council's community strategic plan, community engagement strategy, resourcing strategy, delivery program, operational plan and annual report;
f) To ensure that the mayor and other councillors are given timely information and advice and the administrative and professional support necessary to effectively discharge their functions;
g) To exercise any of the functions of the council that are delegated by the council to the General Manager;
h) To appoint staff in accordance with the organisation structure and the resources approved by the council;
i) To direct and dismiss staff;
j) To implement the council's workforce management strategy;
k) Any other functions that are conferred or imposed on the General Manager or under this or any other Act.

To assist the General Manager in the exercises of these functions, there are three Divisions of Council. These divisions are Finance and Corporate Services, Engineering and Technical Services and Environmental Services. Each of these divisions is headed by a director.

1.4 Organisational Structure Chart



1.5 Functions of Council

Under the Local Government Act 1993, Council's functions can be grouped into the following categories:

Service Functions

- Provision of community health, recreation, education and information services
- Environmental protection
- Waste removal and disposal
- Land and property, industry and tourism development and assistance
- Civil infrastructure and planning, maintenance and construction

Regulatory Functions

- Approvals
- Orders
- Building Certificates

Ancillary Functions

- Resumption of land
- Powers of entry and inspection

Revenue Functions

- Rates
- Charges
- Fees
- Borrowings
- Investments

Administrative Functions

- Employment of staff
- Management plans
- Finance reports
- Annual reports

Enforcement Functions

- Proceedings for breaches of the Local Government Act 1993 and other legislation
- Prosecution of offences
- Recovery of rates and charges

Section 21 of the Local Government Act 1993 confers or imposes the following functions on Council:

- Non-regulatory or service functions (Chapter 6)
- Regulatory functions (Chapter 7)
- Ancillary functions (Chapter 8)
- Revenue functions (Chapter 15)
- Administrative functions (Chapters 11, 12 and 13)
- Enforcement functions (Chapters 16 and 17)

In addition, Council has functions conferred or imposed on it by or under other Acts, which include:

Community Development Act 1989

Companion Animals Act 1998

Conveyancing Act 1919

Environmental Planning and Assessment Act 1979

Fire Brigades Act 1989

Fluoridation of Public Water Supplies Act 1957

Food Act 2003

Impounding Act 1993

Library Act 1939

Protection of the Environment Operations Act 1997

Public Health Act 2010

Recreation vehicles Act 1983

Roads Act 1993

Rural Fires Act 1997

State Emergency Services Act 1989

Strata Schemes Development Act 2015

Swimming Pools Act 1992



2 Impact of Council Functions on the Public

Council's functions are determined towards meeting the needs and expectations of the public, which it serves, and to fulfil legislative and regulatory requirements. In fulfilling these requirements, the council makes decisions that impact the public.

2.1 Service Functions

Service functions affect the public as Council provides services and facilities to the public. These include community health, recreation, education, information services, collection and disposal of garbage, as well as water and sewer reticulation services.



Molong Library

2.2 Regulatory Functions

Regulatory functions place restrictions on developments and members of the public must be aware of and comply with these regulations. These include approvals, orders and building certificates.



Canowindra Balloon Challenge

2.3 Ancillary Functions

These functions include acquisition of land or the powers for Council to enter and inspect, this only affects the owner of the property. This may also include the funding of emergency services including SES and RFS.

2.4 Revenue Functions

Revenue functions such as rates, borrowings, investments, grants and other fees and charges affect the public directly as they are used to fund services and facilities provided to the community.



Molong Multi-Purpose Sports Facility

2.5 Administrative Functions

The public is not affected directly by administrative functions but they have an indirect impact on the community through the service provided. These functions include employment of staff, management plans, financial reporting and annual reports.

2.6 Enforcement Functions

Enforcement functions affect members of the public that are in breach of legislation. These functions include proceedings for breaches of the Act, prosecution of offences and recovery of rates and charges.

2.7 Community Planning and Development Functions

Through the provision of grants, training and information Council provides support to community and sporting organisations. Council facilitates opportunities for people to be involved in community events such as Youth Week, Children's Week, Australia Day, Anzac Day, Citizenship events, as well as promoting events of others. Council advocates and plans for the needs of its communities by the preparation and implementation of the integrated planning and reporting documentation.

3 Public participation in Local Government

There are two broad ways in which the public may participate in policy development and general activities of Council. These are through representation and personal participation.

3.1 Representation

Local Government in Australia is based on the principle of representative democracy. This means that the people elect representatives to their local Council to make decisions on their behalf. In New South Wales, local government elections are held every four years. The next election for Cabonne is to be held in September 2020.

At each election, voters elect twelve councillors for a four year term (with exception to the current term which is only three years due to the delay caused by the merger proposal). All residents on the electoral roll are eligible to vote. Property owners who live outside of the area and rate paying lessees can also vote, but must register their intention to vote on the non-residential roll. Voting is compulsory.

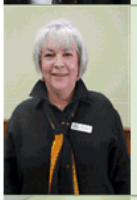
3.1.1 Making representation to Councillors

Residents are able to raise issues with, and make representations to, the elected councillors. The councillors, if they agree with the issue or representation, may pursue the matter on the resident's behalf thus allowing members of the public to influence the development of policy.



Addressing Council at a Public Forum

Current elected members contact

	**Clr Kevin Beatty (Mayor)** M: 0439 506 596 kevin.beatty@cabonne.nsw.gov.au	**Clr Anthony Durkin (Deputy Mayor)** M: 0419 492 977 anthony.durkin@cabonne.nsw.gov.au	
	**Clr Peter Batten** M: 0418 292 053 peter.batten@cabonne.nsw.gov.au	**Clr Ian Davison** M: 0407 940 561 ian.davison@cabonne.nsw.gov.au	
	**Clr Jamie Jones** M: 0419 011 819 jamie.jones@cabonne.nsw.gov.au	**Clr Paul Mullins** M: 0448 231 180 paul.mullins@cabonne.nsw.gov.auj	
	**Clr Marlene Nash** M: 0427 654 634 marlene.nash@cabonne.nsw.gov.au	**Clr Cheryl Newsom** M: 0411 211 065 cheryl.newsom@cabonne.nsw.gov.au	
	**Clr Elizabeth Oldham** M: 0407 623 393 libby.oldham@cabonne.nsw.gov.au	**Clr Gregory Treavors** M: 0400 145 102 greg.treavors@cabonne.nsw.gov.au	
	**Clr Kevin Walker** M: 0428 441 241 kevin.walker@cabonne.nsw.gov.au	**Clr Jennifer Weaver** H: 02 6344 1335 jenny.weaver@cabonne.nsw.gov.au	

3.2 Personal Participation

Members of the public, such as ratepayers, residents and business owners, are encouraged to participate in policy development and functions of council.

Council's website www.cabonne.nsw.gov.au is regularly updated with information on Council's activities, meeting agendas and business papers, as well as tenders, news items and events.

3.2.1 Council Meetings

Members of the public are able to attend Council Meetings held on the fourth Tuesday of each month commencing at 2:00pm. Council meetings are held in the Council Chambers 101 Bank Street, Molong NSW 2866.

3.2.2 Open Forum

Council's policy is that members of the public be given the opportunity to address Council at a public forum on the second Tuesday of each month.

Members of the public shall, upon prior request, be allowed to address councillors at allocated public forums on matters, provided the matter is within the responsibilities of Council and not a general request for council services – members of the public will be allocated 5 minutes to do so. A written request, using the Public Address Application form, must be lodged to Council by 12pm on the Wednesday before the meeting.

Speakers are requested not to make insulting or defamatory statements, and to take care when discussing other peoples' personal information (without their consent).

3.2.3 Council Committees

- Australia Day Awards Committee
- Heritage Working Party
- Central Tablelands Water
- Central West Libraries Committee
- Central NSW Business HQ Committee
- Cabonne Country Tourism Advisory Committee
- Arts Out West
- Association of Mining & Energy Related Councils Inc
- Australia Wide Rural Road Group
- Belubula River Joint Committee
- Cabonne/Orange Road Committee
- Cabonne Country Tourism Advisory Committee
- CADIA – MREMP Committee
- Canobolas Bush Fire Management Committee
- Canobolas Community Safety Precinct
- Canobolas Zone Liaison Committee
- Canowindra Age of Fishes Museum Board and Strategic Advisory Committee of the Canowindra Age of Fishes Museum
- Canowindra Food Basket Advisory Group
- Canowindra Retirement Village Project Working Committee
- Cargo Road Users Association
- Central Tablelands Local Land Service
- Central West Mining Liaison Committee
- CENTROC Health Workforce Committee
- Joint Regional Planning Panel
- Lachlan Regional Transport Committee
- Little River Landcare Catchment Management
- Local Emergency Management Committee
- Molong Medical Committee
- Noxious Weeds Advisory Committee
- Ophir Reserve Trust Board
- Restart Water Security taskforce
- Sydney Roadlinks Committee
- Traffic Committee
- VERTO LTD

- Waluwin Central Governance Committee
- Waluwin Molong HealthOne Health Services Advisory Committee
- Wellington/Dubbo Landcare Management
- Manildra and District Improvement Association
- Cumnock and District Progress Association
- Yeoval and District Progress Association
- Molong Advancement Group
- Mullion Creek and District Progress Association
- Cargo Progress Association
- Borenore Community Progress Association
- Canowindra Business Chamber
- Eugowra Promotion and Progress Association
- Cudal Progress Association
- Spring Hill/Spring Terrace Committee
- Canowindra Sports Trust

3.2.4 Public Submissions

All significant plans, strategies and policies of Council are placed on exhibition in draft form so that interested members of the public may view them and make comments should they wish to. Exhibition documents are made available at Council's customer service counter in Molong, Cudal and Canowindra, on Council's website as well as other businesses located in the Council area.

3.2.5 Feedback, Customer Service Requests and Complaints

The public can offer feedback or submit customer service requests or complaints via an online submission form available on Council's website. These submissions will be monitored and actioned by the relevant staff members. Members of public can expect a response according to Council's policies and procedures.



4 Access to Government Information

Under the provisions of the GIPA Act there is right of access to certain information held by Council, unless there is an overriding public interest against its disclosure.

Most open access information of Council is publicly available on Council's website at www.cabonne.nsw.gov.au.

Information not available on Council's website may still be accessed by contacting Council's Right to Information Officer on 6392 3200, who can advise where the information can be located. The Government Information (Public Access) Act 2009 establishes four ways for the public to access government information.

1. Mandatory Proactive Release
2. Proactive Release
3. Informal Release
4. Formal Access Application

Cabonne Council holds information in various formats and the type of information to be released is dependent upon the ages of the information and its subject.

4.1 Mandatory Proactive Release – Open Access Information

Available on Council's website are the following documents defined as "Open Access Information" under Section 18 of the GIPA Act:

- The Agency's current publication guide
- Information about the agency contained in any document tabled in Parliament by or on behalf of the agency, other than any document tabled by order of either House of Parliament,
- The Agency's policy documents
- The Agency's disclosure log of access applications
- The Agency's register of government contracts
- The Agency's record of the open access information that it does not make publicly available on the basis of an overriding public interest against disclosure
- Such other government information as may be prescribed by the regulations as open access information

Schedule 1 of the Government Information (Public Access) Regulation 2009 stipulates that the following additional documents are to be provided as open access information by Council.

Information about Council

- The model code prescribed under section 440 (1) of the local Government Act 1993
- The code of Conduct adopted under Section 440 (3) of the Local Government Act
- Code of Meeting Practice
- Annual Report
- Annual Financial Reports
- Auditor's Report
- Management Plan
- EEO Management Plan
- Policy concerning the payment of expenses incurred by, and the provision of facilities to, councillors

- Annual reports of bodies exercising functions delegated by the local authority
- Any codes referred to in the Local Government Act
- Returns of the interests of councillors, designated persons and delegates
- Agendas and business papers for any meeting for the local authority of any committee of the local authority
- Minutes of any meeting of the local authority or any committee of the local authority, but restricted to the resolutions and recommendations of the meeting
- Departmental representative reports presented at a meeting of the local authority in accordance with section 433 of the LGA
- Land register
- Register of investments
- Register of delegations
- Register of graffiti removal work kept in accordance with section 13 of the *Graffiti Control Act 2008*
- Register of current declarations of disclosures of political donations kept in accordance with section 328A of the LGA
- The register of voting on planning matters kept in accordance with section 375A of the LGA

Note - Returns of the interests of councillors and designated persons may be viewed at the Council's Molong office during business hours but are not available on the website – refer to Guideline 1 issued by the Information Commissioner 1 July 2012.

Plans and Policies

Information contained in the current version and the most recent previous version of the following records is prescribed as open access information:

- Local policies adopted by the local authority concerning approvals and orders
- Plans of management for community land
- Environmental planning instruments, development control plans and contribution plans made under the *Environmental Planning and Assessment Act 1979* applying to land within the local authority's area

Information about Development Applications

1. Information contained in the following records is prescribed as open access information:
   (a) Development Applications and any associated documents received in relation to proposed developments include the following:
      - Home warranty insurance documents
      - Construction certificates
      - Occupation certificates
      - Structural certification documents
      - Town planner reports
      - Submissions received on development applications
      - Heritage consultant reports
      - Tree inspection consultant reports
      - Acoustics consultant reports
      - Land contamination consultant reports
      - Records of decisions on development applications including decisions made on appeals

(b) Records describing general nature of the documents that the local authority decides are excluded from the operation of this clause by subclause (2)
(c) A record that describes the general nature of the documents that the local authority decides are excluded from the operation of this clause by subclause (2)

2. This clause does not apply to so much of the information referred to in subclause (1) (a) as consists of:

(a) The plans and specifications for any residential parts of a proposed building , other plans that merely show its height and its external configuration in relation to the site on which it is proposed to be erected, or
(b) Commercial information, if the information would be likely to prejudice the commercial position of the person who supplied it or to reveal a trade secret

3. A local authority must keep the record referred to in subclause (1) (c)

Note - Council does not currently place information about development applications on its website: however, they are available for viewing and copying from Council's Molong Office.*

**Consistent with advice from the Information and Privacy Commission NSW, for copyright reasons, Cabonne Council is unable to make copies of plans in DA's for members of the public. If you wish to make a copy, you need to get permission from the copyright owner. If you need advice, please contact your solicitor. The council cannot advise you about copyright issues.*

Approvals, orders and other documents

- Applications for approvals under part 1 of Chapter 7 of the LGA and any associated documents received in relation to such an application
- Applications for approvals under any other Act and any associated documents received in relation to such an application
- Records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of Chapter 7 of the LGA, and any reasons given under section 136 of the LGA
- Orders given under the authority of any other Act
- Records of building certificates under the Environmental Planning and Assessment Act 1979
- Plans of land proposed to be compulsorily acquired by the local authority
- Compulsory acquisitions notices
- Leases and licenses for use of public land classified as community land
- Performance improvement orders issued to a council under Part 6 of Chapter 13 of the LGA

4.2 Proactive Release

Council will make as much other open access information available on its website or via an informal request free of charge or the lowest reasonable cost, unless there is an overriding public interest against disclosure.

4.3 Informal Release

- An agency is authorised to release government information held by it to a person in response to an informal request by the person unless there is an overriding public interest against disclosure
- An agency can release government information in response to an information request subject to any reasonable conditions that the agency thinks it to impose
- An agency cannot be required to disclose government information pursuant to an informal request and cannot be required to consider an informal request for government information
- An agency can decide by what means information is to be released in response to an informal request
- An agency can facilitate public access to government information contained in a record by deleting matter from a copy of the record to be released in response to an informal request if inclusion of the matter would otherwise result in there being an overriding public interest against disclosure of the record
- The functions of an agency under this section may only be exercised by or with the authority of the principal officer of the agency

4.4 Formal Access

Before lodging a formal access application, the person seeking information from Council should check that the information is not already available on Council's website or could be easily made available through an informal request application.

Where informal access is not possible, formal GIPA procedures and associated fees will apply. Formal applications for information under the GIPA Act should be accompanied by a $30 application fee. In addition to the application fee, a $30 per hour processing fee is charged for all requests to access documents that are not for personal information and cannot be obtained under other legislation.

Please note, to be a valid Formal Access Application it must meet the following requirements:

- Be in writing
- Specify it is made under the GIPA Act
- State an Australian postal address
- Be accompanied by the $30.00 fee
- Provide sufficient detail to enable Council to identify the information requested.

4.5 Fees and Charges

The Government Information (Public Access) Regulation requires that Open Access information held by Council, is to be made publicly available for inspection, free of charge. The public is entitled to inspect these documents on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website) and at the offices of the Council during ordinary office hours or at any other place as determined by the Council. Any current and previous documents of this type may be inspected by the public free of charge. Copies can be supplied for reasonable copying charges as set out in Council's schedule of fees and charges.

4.6 Copyright

Nothing in the regulations requires or permits Council to make open access information available in any way that would constitute an infringement of copyright (Section 72(2) (c) GIPA Act).

Access to copyright documents will be granted by way of inspection only, unless the copyright owner's written consent is provided. Where authority is unable to be obtained or the copyright owner is not able to be contacted, copies of copyright material will not be provided. These documents include plans/drawings, consultants reports, Statements of Environmental Effects and other miscellaneous reports submitted with a development application.

5 Access and Amendment to Council Documents

Council's documents can be accessed in varying ways and most documents can be inspected at and obtained from Council's Main Office in Molong between the hours of 9:00am to 5:00pm, Molong to Friday (except public holidays). For further enquiries about any document, please contact Council on 6392 3200.

If you would like to amend a document of Council which you feel is incorrect, it is necessary for you to make a written application to Council in the first instance.



Councillor Workshop

Contact Information:

Phone: 02 6392 3200

101 Bank Street
PO Box 17
Molong NSW 2866

council@cabonne.nsw.gov.au
www.cabonne.nsw.gov.au
Facebook: Cabonne Council



The Information and Privacy Commissioner (IPC)

Phone: 1800 472 679
GPO Box 7011, Sydney nsw 2001
Level 17, 201 Elizabeth Street Sydney 2000
9:00am to 5:00pm Monday to Friday

information and privacy commission
new south wales

Control of Noxious Weeds Policy

1 Document Information

Version Date *(Draft or Council Meeting date)*	25 July 2018
Author	Chief Weeds Officer
Owner *(Relevant director)*	Director of Engineering & Technical Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	Annually and within 12 months of Council being elected
Minute number *(once adopted by Council)*	

2 Summary

Council will implement the requirements of the Biosecurity Act of 2015 to control and suppress the spread of noxious weeds with in the Cabonne Council area.

3 Approvals

Title	Date Approved	Signature
Director of Engineering & Technical Services		

4 History

Minute No.	Summary of Changes	New Version Date
99/8/24-2	Revised	
00/05/39-3	Revised and Minor Alterations	01/05/00
01/05/34	Adopted without amendment	30/04/01
02/04/22-8	Amended	15/04/02
04/03/30-6	Annual Review	01/03/04
06/06/32-2	Revised	13/06/06
10/02/17	Readopted by Council	15 February 2010
12/06/12-WO67/12	Revised	2 July 2012
12/12/12	Other Weeds policies incorporated: Fines – Noxious Weeds Act – Provision for Applying Fines Policy (00/12/29-4) Prosecutions Policy (See Doc ID 174456) Isolated Plants Policy (3311/1 – 19 October 1981) Privet Policy (See Doc ID 324884)	17 December 2012
13/09/30	Readopted as per s165(4)	17 September 2013

5 Reason

Council will implement the requirements of the Biosecurity Act of 2015 to control and suppress the spread of noxious weeds with in the Cabonne Council area in the manner detailed in this policy.

6 Scope

Applies to Council owned land; privately owned land including landowners and lessees; and Crown land on behalf of the State Government with the Cabonne LGA

7 Associated Legislation

Biosecurity Act of 2015

8 Definitions

LGA – Local Government Area

9 Responsibilities

9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy.

9.2 Directors and Managers

Directors and Managers are responsible for the control of the policy and procedures within their area of responsibility.

9.3 Staff

See below within policy statement.

10 Related Documents

Document Name	Document Location

11 Policy Statement

1. Goals and Objectives

1.1 Council will implement the requirements of the Biosecurity Act 2015 to control and suppress the spread of priority weeds with in the Cabonne Council area:

- Council owned land
- Privately owned land including landowners and lessees
- Crown land/state owned land on behalf of the State Government

1.2 The Council aims to progressively reduce the spread and infestation of priority weeds by the active co-operation and participation of landholders in the development of practical reasonable and effective whole farm biosecurity plans for weed control.

1.3 To maximise its limited financial resources Council aims to obtain maximum landholder co-operation and participation in the effective implementation of the biosecurity act.

1.4 Council will place great emphasis on those priority weeds that are likely to cause greatest economic loss either because of their wide spread presence or their ability to spread rapidly.

1.5 Council will continue to place high importance on preventing and acting readily to new incursions and biosecurity risks

1.6 Council will participate in the Central Tablelands Regional Strategic Weed Management Plan to maximise the potential to obtain effective grant funding.

2. Priority weeds for Central Tablelands Region

African boxthorn Lycium ferocissimum	Prohibition on dealings Must not be imported into the State or sold
African boxthorn Lycium ferocissimum	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect primary production lands that are free of African boxthorn
African olive Olea europaea subsp. cuspidata	Regional Recommended Measure Exclusion zone: whole region except the core infestation area of the Cowra Council area Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Alligator weed Alternanthera philoxeroides	Prohibition on dealings Must not be imported into the State or sold
Alligator weed Alternanthera philoxeroides	Biosecurity Zone The Alligator Weed Biosecurity Zone is established for all land within the state except land in the following regions: Greater Sydney; Hunter (but only in the local government areas of City of Lake Macquarie, City of Maitland, City of Newcastle or Port Stephens). Within the Biosecurity Zone this weed must be eradicated where practicable, or as much of the weed destroyed as practicable, and any remaining weed suppressed. The local control authority must be notified of any new infestations of this weed within the Biosecurity Zone

Anchored water hyacinth Eichhornia azurea	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Athel pine Tamarix aphylla	Prohibition on dealings Must not be imported into the State or sold
Bellyache bush Jatropha gossypiifolia	Prohibition on dealings Must not be imported into the State or sold
Bitou bush Chrysanthemoides monilifera subsp. rotundata	Prohibition on dealings Must not be imported into the State or sold
Bitou bush Chrysanthemoides monilifera subsp. rotundata	Biosecurity Zone The Bitou Bush Biosecurity Zone is established for all land within the State except land within 10 kilometres of the mean high water mark of the Pacific Ocean between Cape Byron in the north and Point Perpendicular in the south. Within the Biosecurity Zone this weed must be eradicated where practicable, or as much of the weed destroyed as practicable, and any remaining weed suppressed. The local control authority must be notified of any new infestations of this weed within the Biosecurity Zone
Black knapweed Centaurea X moncktonii	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Black willow Salix nigra	Prohibition on dealings Must not be imported into the State or sold

Blackberry Rubus fruticosus species aggregate	Prohibition on dealings Must not be imported into the State or sold All species in the Rubus fruiticosus species aggregate have this requirement, except for the varietals Black Satin, Chehalem, Chester Thornless, Dirksen Thornless, Loch Ness, Murrindindi, Silvan, Smooth Stem, and Thornfree
Blackberry Rubus fruticosus species aggregate	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect conservation areas, natural environments and primary production lands that are free of blackberry
Boneseed Chrysanthemoides monilifera subsp. monilifera	Prohibition on dealings Must not be imported into the State or sold
Boneseed Chrysanthemoides monilifera subsp. monilifera	Control Order Bonseed Control Zone: Whole of NSW Boneseed Control Zone (Whole of NSW): Owners and occupiers of land on which there is boneseed must notify the local control authority of new infestations; immediately destroy the plants; ensure subsequent generations are destroyed; and ensure the land is kept free of the plant. A person who deals with a carrier of boneseed must ensure the plant (and any seed and propagules) is not moved from the land; and immediately notify the local control authority of the presence of the plant.
Boxing glove cactus Cylindropuntia fulgida var. mamillata	Prohibition on dealings Must not be imported into the State or sold
Bridal creeper Asparagus asparagoides	Prohibition on dealings Must not be imported into the State or sold *this requirement also applies to the Western Cape form of bridal creeper

Bridal creeper Asparagus asparagoides	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect conservation areas and natural environments that are free of bridal creeper
Bridal veil creeper Asparagus declinatus	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Broomrapes Orobanche species	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species of Orobanche are Prohibited Matter in NSW, except the natives Orobanche cernua var. australiana and Orobanche minor
Burr ragweed Ambrosia confertiflora	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Cabomba Cabomba caroliniana	Prohibition on dealings Must not be imported into the State or sold
Cane cactus Austrocylindropuntia cylindrica	Prohibition on dealings Must not be imported into the State or sold All species in the Austrocylindropuntia genus have this requirement

Cape broom Genista monspessulana	Prohibition on dealings Must not be imported into the State or sold
Cape broom Genista monspessulana	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect conservation areas and natural environments that are free of Cape broom
Cat's claw creeper Dolichandra unguis-cati	Prohibition on dealings Must not be imported into the State or sold
Chilean needle grass Nassella neesiana	Prohibition on dealings Must not be imported into the State or sold
Chilean needle grass Nassella neesiana	Regional Recommended Measure Exclusion zone: whole region except for the core infestation area of Bathurst Council, Blayney Council, Lithgow Council, Oberon Council, Cabonne Council and Cowra Council Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Climbing asparagus Asparagus africanus	Prohibition on dealings Must not be imported into the State or sold
Climbing asparagus fern Asparagus plumosus	Prohibition on dealings Must not be imported into the State or sold
Common pear Opuntia stricta	Prohibition on dealings Must not be imported into the State or sold

Coolatai grass Hyparrhenia hirta	Regional Recommended Measure Exclusion zone: whole region except for the core infestation areas of Lithgow Council and Mid-Western Regional Council areas Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Eurasian water milfoil Myriophyllum spicatum	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Fireweed Senecio madagascariensis	Prohibition on dealings Must not be imported into the State or sold
Fireweed Senecio madagascariensis	Regional Recommended Measure Exclusion zone: Whole region except for the core infestation area of Bylong Valley and Kanimbla Valley (lower Cox River Catchment) Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Flax-leaf broom Genista linifolia	Prohibition on dealings Must not be imported into the State or sold
Frogbit Limnobium laevigatum	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species of Limnobium are Prohibited Matter

Gamba grass Andropogon gayanus	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Giant Parramatta grass Sporobolus fertilis	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Giant reed Arundo donax	Regional Recommended Measure Exclusion zone: whole region except for the core infestation area of Bathurst Council, Cabonne Council and Cowra Council areas Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Gorse Ulex europaeus	Prohibition on dealings Must not be imported into the State or sold
Gorse Ulex europaeus	Regional Recommended Measure Exclusion zone: whole region except for the core infestation area of Bathurst Council, Blayney Council, Lithgow Council and Oberon Council Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Green cestrum Cestrum parqui	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. The plant should not be

	bought, sold, grown, carried or released into the environment. Contain within riparian areas to protect grazing land that is free of green cestrum
Grey sallow Salix cinerea	Prohibition on dealings Must not be imported into the State or sold
Ground asparagus Asparagus aethiopicus	Prohibition on dealings Must not be imported into the State or sold
Harrisia cactus Harrisia species	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found. This Regional Recommended Measure does not apply to cultivated plants.
Hawkweeds Hieracium species	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species in the genus Hieracium are Prohibited Matter
Honey locust Gleditsia triacanthos	Regional Recommended Measure Exclusion zone: whole region except for the core infestation area of the Capertree Valley and Orange urban areas Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.

Horsetails Equisetum species	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Hudson pear Cylindropuntia rosea	Prohibition on dealings Must not be imported into the State or sold
Hudson pear Cylindropuntia rosea	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found. This Regional Recommended Measure applies to all species of Cylindropuntia.
Hydrocotyl Hydrocotyle ranunculoides	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Hygrophila Hygrophila costata	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Hymenachne Hymenachne amplexicaulis and hybrids	Prohibition on dealings Must not be imported into the State or sold

Karroo thorn Vachellia karroo	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Kochia Bassia scoparia	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries Excluding the subspecies trichophylla
Koster's curse Clidemia hirta	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Lagarosiphon Lagarosiphon major	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Lantana Lantana camara	Prohibition on dealings Must not be imported into the State or sold
Long-leaf willow primrose Ludwigia longifolia	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Ludwigia Ludwigia peruviana	Regional Recommended Measure Land managers should mitigate the risk of new weeds

	being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found.
Madeira vine Anredera cordifolia	Prohibition on dealings Must not be imported into the State or sold
Mesquite Prosopis species	Prohibition on dealings Must not be imported into the State or sold All species in the genus Prosopis have this requirement
Mexican feather grass Nassella tenuissima	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Miconia Miconia species	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species of Miconia are Prohibited Matter in NSW
Mikania vine Mikania micrantha	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries *all species in the genus Mikania are Prohibited Matter in NSW
Mimosa Mimosa pigra	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited

	matter must immediately notify the Department of Primary Industries
Mother-of-millions Bryophyllum species	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. The plant should not be bought, sold, grown, carried or released into the environment. Protect conservation areas, natural environments and grazing land that is free of mother-of-millions
Ox-eye daisy Leucanthemum vulgare	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. The plant should not be bought, sold, grown, carried or released into the environment. Protect conservation areas, natural environments and primary production lands that are free of ox-eye daisy
Parkinsonia Parkinsonia aculeata	Prohibition on dealings Must not be imported into the State or sold
Parkinsonia Parkinsonia aculeata	Control Order Parkinsonia Control Zone: Whole of NSW Parkinsonia Control Zone (Whole of NSW): Owners and occupiers of land on which there is parkinsonia must notify the local control authority of new infestations; immediately destroy the plants; ensure subsequent generations are destroyed; and ensure the land is kept free of the plant. A person who deals with a carrier of parkinsonia must ensure the plant (and any seed and propagules) is not moved from the land; and immediately notify the local control authority of the presence of the plant.
Parthenium weed Parthenium hysterophorus	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries

Parthenium weed Parthenium hysterophorus	Prohibition on dealings The following equipment must not be imported into NSW from Queensland: grain harvesters (including the comb or front), comb trailers (including the comb or front), bins used for holding grain during harvest operations, augers or similar for moving grain, vehicles used to transport grain harvesters, support vehicles driven in paddocks during harvest operations, mineral exploration drilling rigs and vehicles used to transport those rigs, unless set out as an exception in Division 5, Part 2 of the Biosecurity Order (Permitted Activities) 2017
Pond apple Annona glabra	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Prickly acacia Vachellia nilotica	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Prickly pears - Austrocylindropuntias Austrocylindropuntia species	Prohibition on dealings Must not be imported into the State or sold All species in the Austrocylindropuntia genus have this requirement
Prickly pears - Cylindropuntias Cylindropuntia species	Prohibition on dealings Must not be imported into the State or sold All species in the Cylindropuntia genus have this requirement
Prickly pears - Cylindropuntias Cylindropuntia species	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. Notify local control authority if found. This Regional Recommended Measure does not apply to cultivated plants

Prickly pears - Opuntias Opuntia species	Prohibition on dealings Must not be imported into the State or sold Except for Opuntia ficus-indica (Indian fig)
Privet - broad-leaf Ligustrum lucidum	Regional Recommended Measure Exclusion zone: urban areas of Bathurst Council, Blayney Council, Lithgow Council, Oberon Council, and Orange City Council Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant is prevented from flowering and fruiting. Land managers should mitigate spread from their land. Land managers should mitigate the risk of the plant being introduced to their land.
Privet - European Ligustrum vulgare	Regional Recommended Measure Exclusion zone: urban areas of Bathurst Council, Blayney Council, Lithgow Council, Oberon Council, and Orange City Council Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant is prevented from flowering and fruiting. Land managers should mitigate spread from their land. Land managers should mitigate the risk of the plant being introduced to their land.
Privet - narrow-leaf Ligustrum sinense	Regional Recommended Measure Exclusion zone: urban areas of Bathurst Council, Blayney Council, Lithgow Council, Oberon Council, and Orange City Council Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant is prevented from flowering and fruiting. Land managers should mitigate spread from their land. Land managers should mitigate the risk of the plant being introduced to their land.
Rope pear Cylindropuntia imbricata	Prohibition on dealings Must not be imported into the State or sold All species in the Cylindropuntia genus have this requirement

Rope pear Cylindropuntia imbricata	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. The plant should not be bought, sold, grown, carried or released into the environment. Notify local control authority if found. This Regional Recommended Measure applies to all species of Cylindropuntia
Rubber vine Cryptostegia grandiflora	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Sagittaria Sagittaria platyphylla	Prohibition on dealings Must not be imported into the State or sold
Sagittaria Sagittaria platyphylla	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. Notify local control authority if found.
Salvinia Salvinia molesta	Prohibition on dealings Must not be imported into the State or sold
Scotch broom Cytisus scoparius subsp. scoparius	Prohibition on dealings Must not be imported into the State or sold
Scotch broom Cytisus scoparius subsp. scoparius	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect conservation and natural environments that are free of Scotch broom

Serrated tussock Nassella trichotoma	Prohibition on dealings Must not be imported into the State or sold
Serrated tussock Nassella trichotoma	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect conservation areas, natural environments and primary production lands that are free of serrated tussock
Siam weed Chromolaena odorata	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries
Silverleaf nightshade Solanum elaeagnifolium	Prohibition on dealings Must not be imported into the State or sold
Silverleaf nightshade Solanum elaeagnifolium	Regional Recommended Measure Exclusion zone: whole region except the core infestation area of Cowra Council, Cabonne Council and Mid-Western Regional Council Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Smooth tree pear Opuntia monacantha	Prohibition on dealings Must not be imported into the State or sold
Snakefeather Asparagus scandens	Prohibition on dealings Must not be imported into the State or sold
Spanish heath Erica lusitanica	Regional Recommended Measure Exclusion zone: whole region except for the core infestation area of Lithgow Council Whole region: The plant should not be bought, sold,

	grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Spiny burrgrass - longispinus Cenchrus longispinus	Regional Recommended Measure Exclusion zone: whole region except the core infestation area of Mid-Western Regional Council, Bathurst Council, Cabonne Council and Cowra Council areas Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Spiny burrgrass - spinifex Cenchrus spinifex	Regional Recommended Measure Exclusion zone: whole region except the core infestation area of Mid-Western Regional Council, Bathurst Council, Cabonne Council and Cowra Council areas Whole region: The plant should not be bought, sold, grown, carried or released into the environment. Exclusion zone: The plant should be eradicated from the land and the land kept free of the plant. Land managers should mitigate the risk of the plant being introduced to their land. Core infestation area: Land managers should mitigate spread from their land.
Spongeplant Limnobium spongia	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species of Limnobium are Prohibited Matter
Spotted knapweed Centaurea stoebe subsp. micranthos	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited

	matter must immediately notify the Department of Primary Industries
St. John's wort Hypericum perforatum	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. The plant should not be bought, sold, grown, carried or released into the environment. Protect grazing land that is free of St. John's wort
Tiger pear Opuntia aurantiaca	Prohibition on dealings Must not be imported into the State or sold
Tiger pear Opuntia aurantiaca	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. Protect unimproved grazing lands that are free of tiger pear
Tropical soda apple Solanum viarum	Control Order Tropical Soda Apple Control Zone: Whole of NSW Tropical Soda Apple Control Zone (Whole of NSW): Owners and occupiers of land on which there is tropical soda apple must notify the local control authority of new infestations; destroy the plants including the fruit; ensure subsequent generations are destroyed; and ensure the land is kept free of the plant. A person who deals with a carrier of tropical soda apple must ensure the plant (and any seed and propagules) is not moved from the land; and immediately notify the local control authority of the presence of the plant on the land, or on or in a carrier.
Tutsan Hypericum androsaemum	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. Land managers should mitigate spread from their land. The plant should not be bought, sold, grown, carried or released into the environment. Protect conservation areas, natural environments and primary production land that is free of tutsan

Velvety tree pear Opuntia tomentosa	Prohibition on dealings Must not be imported into the State or sold
Water caltrop Trapa species	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species in the Trapa genus are Prohibited Matter in NSW
Water hyacinth Eichhornia crassipes	Prohibition on dealings Must not be imported into the State or sold
Water hyacinth Eichhornia crassipes	Biosecurity Zone The Water Hyacinth Biosecurity Zone applies to all land within the State, except for the following regions: Greater Sydney or North Coast, North West (but only the local government area of Moree Plains), Hunter (but only in the local government areas of City of Cessnock, City of Lake Macquarie, MidCoast, City of Maitland, City of Newcastle or Port Stephens), South East (but only in the local government areas of Eurobodalla, Kiama, City of Shellharbour, City of Shoalhaven or City of Wollongong). Within the Biosecurity Zone this weed must be eradicated where practicable, or as much of the weed destroyed as practicable, and any remaining weed suppressed. The local control authority must be notified of any new infestations of this weed within the Biosecurity Zone
Water hyacinth Eichhornia crassipes	Regional Recommended Measure Land managers should mitigate the risk of new weeds being introduced to their land. The plant should be eradicated from the land and the land kept free of the plant. Notify local control authority if found.
Water soldier Stratiotes aloides	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries

Willows Salix species	Prohibition on dealings Must not be imported into the State or sold All species in the Salix genus have this requirement, except Salix babylonica (weeping willows), Salix x calodendron (pussy willow) and Salix x reichardtii (sterile pussy willow)
Witchweeds Striga species	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries All species in the Striga genus are Prohibited Matter in NSW, except the native Striga parviflora
Yellow burrhead Limnocharis flava	Prohibited Matter A person who deals with prohibited matter or a carrier of prohibited matter is guilty of an offence. A person who becomes aware of or suspects the presence of prohibited matter must immediately notify the Department of Primary Industries

3. Council locally targeted species

3.1 The problem weeds in the Council area are as follows:

1. Johnson Grass
2. Scotch Thistle
3. African Boxthorn
4. Serrated Tussock
5. Blue Heliotrope
6. Dodder
7. Green Cestrum
8. English/Scotch Broom
9. Pear Species (Tiger & Prickly)
10. Chilean Needle Grass.
11. Blackberry
12. Silver Leaf Nightshade
13. St John's Wort
14. Coolatai Grass
15. Spiny Burrgrass
16. Sweetbriar

17. Bathurst Burr
18. African Lovegrass
19. Tree of Heaven
20. Nodding Thistle
21. Noogoora Burr

3.2 Weed Control Program

The Chief Weeds Officer will prepare a yearly program and timetable for inspections and the spraying of various weeds. This timetable should be flexible to fit in with seasonal changes and weather conditions.

4. Property Inspection Procedure

4.1 Pre-inspection notice

Council will mail out to the Landholder a Notice of inspection for weeds giving at least 10 working days notice from postage.

4.2 Property Inspections

Following the necessary advice and consultation with property owners as required by the Act Council staff will inspect properties throughout the Council. Within the limits of staff resources inspections will cover the overall Council area with particular attention to known problem areas or in response to residents or other specific requests.

4.3 Issue of Reports

On completion of the inspection the Weed Inspector will issue a property inspection report to the owner stating any weed if any. The report will give a reasonable time for suppression to occur. In the case of the landowner being absent at the time of the inspection the report will be posted to the owner.

4.4 Technical Advice

Council's Weeds Inspectors can assist by advising landholders of the best methods of treatment to suit each infestation for example cultivation, pastoral or chemical means. Staff are to maintain regular contact with the NSW Department of Primary Industry regarding latest recommended control measures.

5. Obligations of Private Landholders Weed Biosecurity

From 1 July 2017 the *Biosecurity Act 2015* (link = https://www.dpi.nsw.gov.au/about-us/legislation/list/biosecurity-act-2015) and its subordinates came into effect replacing all or part of 14 Acts including the *Noxious Weeds Act 1993*.

The Act provides modern, flexible tools and powers that allow effective, risk-based management of biosecurity in NSW. It will increase efficiency and decrease regulation in responding to biosecurity risks and provides a streamlined statutory framework to protect the NSW economy, environment and community from the negative impact of pests, diseases and weeds.

General Biosecurity Duty

The General Biosecurity Duty (link = https://www.dpi.nsw.gov.au/biosecurity/biosecurity-legislation/general-biosecurity-duty) (section 22 of the Biosecurity Act) states that: "any person who deals with biosecurity matter or a carrier and who knows, or ought reasonably to know, the biosecurity risk posed or likely to be posed by the biosecurity matter, carrier or dealing has a biosecurity duty to ensure that, so far as is reasonably practicable, the biosecurity risk is prevented, eliminated or minimised."

Priority Weeds

The Central Tablelands Regional Strategic Weed Management Plan supports regional implementation of the *NSW Biosecurity Act 2015* by articulating community expectations in relation to effective weed management and facilitating a coordinated approach to weed management in the region.

The plan identifies state and regionally prioritised weeds and outcomes to demonstrate compliance with the General Biosecurity Duty.

NSW WeedWise (link = http://weeds.dpi.nsw.gov.au/) contains over 300 priority weeds, describing:

- Profile
- Control (including registered herbicide options)
- Biosecurity duty (under the *Biosecurity Act 2015*)

Your role

All land owners or land managers have a 'General Biosecurity Duty' to prevent, eliminate or minimise the Biosecurity Risk posed or likely to be posed by weeds.

If a weed poses a biosecurity risk in a particular area, but is not the subject of any specific legislation, Council's Authorised Officers may rely on the general biosecurity duty to manage that weed or prevent its spread.

6. Cabonne Council weed control guidelines

6.1 Biosecurity risks are to be minimised at all times with an effective whole farm plan.

6.2 The first priority is to establish perimeter control to prevent spread to adjoining properties and then to work into the property from the boundaries.

6.3 If a property has a large infestation that could not be economically treated in one (1) year Council's Weeds Officers in consultation with the landowner are to establish a plan to deal with the infestation over a number of years.

6.4 Initially a base area will be agreed to and then cleared of weeds. The next season the same area must be treated for re-infestation and a further section of the property treated. This system would then continue until the weeds on the property are effectively suppressed and controlled.

6.5 The Department of Primary Industry recommends that cleaning up light scattered infestations first and then containing large dense infestations by treating the base perimeters until work can be commenced on the base infestation. This can achieve the most positive and economic long-term results.

6.6 The Biosecurity Weeds Act identifies that the control authority (Council) has discretion in the extent to which it implements the provisions of the Act but the property owner has the full obligation to ensure weeds are suppressed and controlled.

7. Council Requirements

7.1 Staff Resources

At the present time Council employs a Chief Weeds Officer, three (3) Weeds Inspectors whose duties are to:

- Inspect properties and all land under Council control with a view to locating infestations of weeds under the Biosecurity Act 2015
- Prevent the spread of weeds and reduce existing infestations as required under the Biosecurity Act 2015
- To implement Council's weed Control Program
- To alert Council to any significant changes in the weeds situation in the Council.
- Liaise with officers of the NSW Department of Primary Industry.
- The Chief Weeds Officer is available to the public for advice *most* days at the Molong Office 7:00 AM to 10:00 AM. Phone 6392 3202 Mobile phone contact is also provided for other staff.

7.2 Equipment Resources

- Private property owners have the choice to have control work done by private contractors or by Council staff if they have available time
- Three Inspectors have four wheel drive vehicles with spray equipment, which is to be used for control work.
- The Chief Weeds Officer's vehicle is to be a four wheel drive without spray equipment

7.3 Chemical Supply

Council will supply registered chemicals for noxious weed control at the Council's bulk purchase price plus a small handling fee.

8. Regional Committees – Council Participation

Council and its staff participate in the activities with Central Tablelands Regional Weed Committee and other Regional Committees, ie Lachlan and Macquarie Valleys.

Council recognises the importance of these Committees in accessing grants funding from New South Wales Department of Primary Industries and also influencing strategies on weeds control within the region.

9. References

http://centraltablelands.lls.nsw.gov.au/biosecurity/weed-control

Local Weed Management Guides/Programs

Regional Best Practice Guides

Councils Pesticide Notification Plan

NSW Department of Primary Industries

NSW WeedWise

Procurement (Incorporating Supplier Preference) Policy

1 Document Information

Version Date *(Draft or Council Meeting date)*	27 July 2018
Author	Administration Manager
Owner *(Relevant director)*	Director of Finance & Corporate Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	Within 12 months of Council being elected
Minute number *(once adopted by Council)*	

2 Summary

The Cabonne Council Procurement Framework consists of this Cabonne Council Procurement Policy document and the accompanying Cabonne Council Procurement Guidelines.

This Procurement Framework aims to provide an effective and transparent control over the purchasing process using public funds and to manage the purchasing process in such a way that Council will benefit economically and attain its environmental and social objects including local benefit.

3 Approvals

Title	Date Approved	Signature
General Manager		

4 History

Minute No.	Summary of Changes	New Version Date
	Petty cash limit amended to $30	12 February 2008
10/02/17	Readopted by Council	15 February 2010
11/02/13	Incorporated previous Tendering Policy relating to requirement that all tenders be by an open tender unless an alternative report has been prepared on the benefits of an alternative tendering method. Amended to incorporate recommendations made by the DLG in the Tendering Guidelines issued October 2009; Council resolution to include GIPA Act clauses as appropriate; and resolution by Council to include a 5% buffer for local preference in procurement.	21 February 2011
	Tidied	June 2013
13/09/30	Readopted as per s165(4)	17 September 2013
14/10/19	11.3.3 amended – typo at $150,000 corrected	28 October 2014
15/02/25	Replacing the Procurement (including local preference) Policy	24 February 2015
15/04/19	Replacing the Procurement (including local preference) Policy	28 April 2015

5 Reason

Expenditure on third party goods and services represent the most significant portion of Council expenditure.

Accordingly, Council is committed to having a Procurement Framework that effectively:

- Manages compliance requirements;
- Ensures appropriate probity, equity, transparency and ethical behaviour across all procurement activities;
- Seeks value for money outcomes;
- Manages risk;
- Consists of best practice elements;
- Drives accountable decision making;
- Recognises and accounts for social and sustainable impact; and
- Is accessible to all Council staff

The purpose of this Policy is to:

- Establish the procurement framework in which procurement activities are conducted by Council and ensure a consistent and controlled process is deployed at all times.
- Establish an ethical procurement process through a transparent and equitable procurement framework that focuses on probity considerations throughout.
- Establish a procurement framework to pursue optimal outcomes from each and every process achieved through best practice methodology.
- Demonstrate accountability.

Council will also aim to encourage the development and promotion of business and industry within the local economy and in so doing will assist in creating the growth of such business or industry. To this end, this Policy consists of the Council's policy position with regards to Local Supplier Preference, detailing a framework to support Cabonne's local industry and businesses.

6 Scope

This policy applies to all contracting and procurement activities at Council and is binding upon Councillors, Council Staff, temporary employees, contractors and consultants while engaged by the Council.

The purchase cost determines the procurement method / requirements to be used.

7 Associated Legislation, Supporting Policies, Resources and Documents

7.1 Associated Legislation / Legislative Framework

Local Government Act 1993 (NSW)

Local Government (General) Regulations 2005

OLG Tendering Guidelines for NSW Local Government (October 2009)

Government Information (Public Access) Act 2009

7.2 Supporting Policies / Procedures

Cabonne Council Code of Conduct

Cabonne Council Delegations Index

Cabonne Council Corporate Credit Cards Procedure

Cabonne Council Procurement Guidelines

7.3 Supporting Resources and Documents

OLG Circular to Councils No 06/07 – Procurement in NSW Local Councils

OLG Circular to Councils No 09/39 – Tendering Guidelines in NSW Local Government

ICAC Pitfalls or Probity: Tendering and Purchasing Case Studies (provide guidance on Local Supplier Preference)
ICAC Purchase and Sale of Local Government Vehicles publication

8 Definitions

Act	Local Government Act 1993
Buffer	Refers to percentage based pricing concession applied to identified Local Supplier's quote or tender price for comparative assessment purposes only. The current local preference buffer is 5%.
Council	Cabonne Council
OLG Tendering Guidelines	OLG Tendering Guidelines for NSW Local Government (October 2009)
GIPA Act	Government Information (Public Access) Act 2009
Guidelines	The *Cabonne Council Procurement Guidelines*
Framework	The Cabonne Council Procurement Policy framework consisting both the Policy and the Guidelines
Local Benefit	Having the ability to positively impact upon the local economy by Council purchasing locally within policy provisions.
OLG	Office of Local Government (previously the Division of Local Government – note the DLG Tendering Guidelines are titled as such as they were developed under the previous name)
Open tendering	Means the tendering method as detailed in the Regulations (see section 166-167)
Policy	The Cabonne Council *Procurement (Incorporating Local Supplier Preference) Policy*
Prescribed Entity	An entity identified and prescribed in the Local Government Act allowing Councils to access contracts established by the 'prescribed entity' without having to go to tender in their own right. Local Government Procurement (LGP) and Strategic Purchasing are noted in the Regulations as being prescribed.
Regulations	The Local Government (General) Regulations 2005 (NSW)
Selective tendering	Means the tendering method as detailed in the Regulations (see section 166,168-169)

Value for Money	Value for money is determined by considering all the factors that are relevant to the proposed contract and may include: experience, quality, reliability, timeliness, service, risk profiles and initial and ongoing costs. These are all factors that can make a significant impact on benefits and costs. Value for money does not automatically mean the 'lowest price'.(reference OLG Tendering Guidelines)

9 Responsibilities

9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy. Where special circumstances exist, the General Manager or his/her delegate may vary the "quotation(s)/process required" at 11.7 upon receipt of a written request outlining the circumstances.

9.2 Directors and Managers

Directors and Managers are responsible for the control of the policy and procedures within their area of responsibility.

9.3 Delegated Officers

Incumbents of positions with delegation to sign purchase orders in writing for the supply of services, goods and materials in accordance with Clause 211 of the Local Government (General) Regulation 2005 are limited to issue purchase orders only in accordance with approved budgets, approved votes, relevant statutory requirements and within Council's policies.

10 Policy Provisions and Guiding Principles

The Cabonne Council procurement policy framework is governed by the following principles. Cabonne Council's procurement of goods and services by Council must have regard to the following principles:

- Compliance
- Probity, Equity, Transparency and Ethical Behaviour
- Value for Money
- Best Practice Elements
- Accountable Decision Making
- Risk Management
- Social and Sustainable Impact

10.1 Compliance

Ensure that all relevant legislative requirements are complied with, both through the development of compliant policy and process, and by the individual application on each process.

10.2 Probity, Equity, Transparency and Ethical Behaviour

All procurement conducted by Cabonne Council must be conducted in a fair, equitable, transparent, honest and ethical manner, with the highest levels of integrity and in the public interest and compliant with all relevant requirements.

10.2.1 Standards of Behaviour and Ethics

(1) Honesty and Fairness

Council will conduct all tendering, procurement and business relationships with honesty, fairness and probity at all levels. Council must not disclose confidential or proprietary information.

(2) Consistency of Process

Council must ensure consistency in all stages of the procurement process. All requirements must be clearly specified in the tender documents and criteria for evaluation must be clearly detailed; all potential tenderers should be given the same information; and the evaluation of tenders must be based on the conditions of tendering and selection criteria as defined in the tender documents.

(3) No Conflicts of Interest

Council must ensure that procurement processes are conducted in an environment devoid of Conflicts of Interest. A council official with an actual or potential conflict of interest must address that interest without delay in accordance with Council's Code of Conduct.

(4) Rule of Law

The procurement of goods and services by Council must be in accordance with the legislative framework prescribed by the Act and the Regulations and other applicable law and legislation.

(5) Open and Fair Competition

Council must not engage in practices that are anti-competitive or engage in any form of collusive practice.

Open and fair competition between suppliers supports Council's commitment to obtaining best value for money and ensuring probity, equity transparency and ethical behaviour.

All prospective contractors and suppliers must be afforded an equal opportunity to tender or quote.

Impartiality must be maintained throughout the procurement process so it can withstand public scrutiny.

Potential suppliers are provided with consistent information and opportunity and are evaluated against defined criteria and in a consistent manner as documented in the approved Evaluation Plan;

Specifications and tender documentation will not be prepared to favour or disadvantage particular suppliers provided that the Council's strategic and business requirements are met.

(6) No Improper Advantage

Council must not engage in practices that aim to give a potential tenderer an advantage over others, unless such advantage stems from an adopted Council procurement policy such as a local preference policy (as stated in clause 12.1).

(7) Intention to Proceed

Council must not invite or submit tenders without a firm intention and capacity to proceed with a contract, including having funds available.

(8) Co-operation

Council must encourage business relationships based on open and effective communication, respect and trust, and adopt a non-adversarial approach to dispute resolution.

10.3 Value for Money

Value for public money to achieve positive outcomes for the community is the core principle underpinning Council's procurement system. This will involve a comparative analysis of all relevant costs and benefits of each proposal throughout the whole procurement cycle. To carry out the comparative analysis, Council will use appropriate evaluation criteria with a weighting applied to each evaluation criterion. Evaluation criteria and weighting will be set by the responsible officer.

10.4 Best Practice Elements

Where practicable, elements of Best Practice are to incorporated and continually evolving into procurement in Council.

10.5 Accountability Decision Making

Council must ensure that the process for awarding contracts is not only open, clear, fully documented and defensible; it must also be consistent in its application across the whole organisation in every procurement activity.

Furthermore, Cabonne Council staff must be able to account for all procurement decisions made over the whole-of-life of all goods, services and works purchased with supporting, auditable, documentation.

All decisions and actions must be accountable, defensible and withstand scrutiny.

10.6 Risk Management

Strategies for managing risks associated with all procurement processes are in place and consistent. Risk Management is a primary consideration in the Cabonne Council procurement processes, potential risks will be identified, analysed, evaluated, treated and monitored across all stages of procurement activity with reference Council's interests and appetite for risk.

In order to mitigate the risks to Council, Purchase Requisitions are to be raised and approved in accordance with the Procurement Guidelines.

10.7 Social and Sustainable Impact

Cabonne Council recognises it has an implicit role in furthering sustainable development, through its procurement of goods, and services and works. Cabonne Council recognises the potential impact it's spend has on the environment, communities and markets and where applicable will integrate sustainability, environmental and social issues into the procurement process.

11 Procurement Policy Framework

11.1 Procurement Policy Framework

The Cabonne Council Procurement Policy framework comprises this Cabonne Council Procurement Policy document, the accompanying Cabonne Council Procurement Guidelines document and all related template documents and process guides.

This Policy documents provides the policy position and statements with regards to Procurement whilst the accompanying Guidelines provides details on process and procedures.

To be compliant with the Cabonne Council Procurement Policy framework requires compliance with all relevant requirements detailed in both the Policy and the Guidelines.

11.2 Procurement Strategy

The completion of a Procurement Strategy is required for:

- Any procurement where the anticipated cost exceeds $50,000; and / or
- Any procurement which is identified as presenting significant risk; and / or
- Any procurement for the engagement of professional consultants

The Procurement Strategy is to be completed as per the requirements detailed in the Guidelines.

The Procurement Strategy is to be approved by the relevant Delegated Authority.

11.3 Use of existing contracts

Wherever an existing contract is available for use by Cabonne Council (including State Government, Local Government Procurement (LGP) or (CENTROC contracts) is in place, it shall be reviewed in the first instance to ascertain whether the existing contract(s) satisfies the identified requirement.

Should the identified contract satisfy the identified requirement it should be utilised. Where the available contract does satisfy the identified requirement however it is determined that the use of the contract is not in the best interest of Council, then an Exemption from Process application is to be made for approval by the General Manager (see section 11.7)

Any purchases in excess of $150,000 must be resolved by Council regardless of whether it is acquired through the utilisation of available contracts that legislation allows access to (i.e. LGP and other 'prescribed entities') or as a result of a separate tender process.

Where there is no available contract to review or if the available contract does not satisfy the identified requirement then the appropriate procurement process as determined by value and risk is to be completed as detailed in this Procurement Policy Framework.

This provision seeks to remove duplication of effort and research; and saves Council's resources in not having to go through the Tender / procurement process unnecessarily.

11.4 Quotations

Expenditure by means of a quotation process represents the majority of Council expenditure. Accordingly, Council through the procurement Framework has identified appropriate processes to be completed when completing procurement via a quotation process.

Quotation processes are to be approached considering the detailed Cabonne Council Procurement Guidelines, in accordance with the detailed procedures and requirements dependent upon value of the procurement.

11.5 Tendering

Any tender process undertaken by Cabonne Council must comply with all aspects of the legislative and regulatory considerations applicable; including the Act, the Regulations and the OLG Tendering Guidelines.

Council will seek tenders where required by the Act and at other times as detailed and qualified in the approved Procurement Strategy.

Council requires that all purchases anticipated to be in excess of $150,000 (inc GST) be sourced by an open tender or by accessing an approved panel contract (e.g. LGP, NSW State Government contracts etc), unless an alternative report to council has been prepared on the benefits of an alternative tendering method, and the Recommendation to utilise an alternative procurement method is approved, most notably a Selective Tender (see section 166-169 of the Regulations).

Council officers must not split tenders in order to fall below the $150,000 threshold.

11.6 Process Requirements by Spend Threshold

Purchases for less than $150,000 (inc GST) will be authorised by appropriate council officers who have been delegated to give orders in writing for the supply of services, goods and materials in accordance with Clause 211 of the Local Government (General) Regulation 2005. Levels of delegation are set out in the Cabonne Council Delegations Index.

Orders can only be given in accordance with approved budgets, approved votes, relevant statutory requirements and within Council's policies through the appropriate process required as shown below.

Value of Goods and Services (GST Incl)	**Process Required**
Up to $100	Seek 1 quote
Up to $3,000	Minimum of 1 quote
$3,001 to $10,000	Minimum of 2 written quotes
$10,001 to $50,000	Minimum of 3 written quotes
$50,001 to $149,999	Formal Request For Quotation (RFQ) – treat similar to Tender
$150,000 and above	Full Tender process to be followed

11.7 Exemptions from Process

Where applicable by law, the General Manager may at his/her discretion, provide an exemption from the processes required by the Cabonne Council Procurement Framework.

Any request for exemption from the established processes and requirement of the Framework must be well qualified and detailed to provide the General Manager with all relevant factors to consider when making a determination.

The process and requirements with regards to an exemption from process is fully detailed in the Guidelines.

Note – the General Manager does not have the delegation to approve any exemption to legislative or regulatory requirements as detailed in the Act, the Regulations, the OLG Tendering Guidelines or any other relevant legislation including exemptions or variations with regards to the requirement and process for procurement in excess of $150,000.

11.8 Contract Management

To ensure that the identified value for money at the time of engagement is realised, Council will implement appropriate Contract Management frameworks to manage all contracts that Council enter into.

Details of the Contract Management framework is provided in the Guidelines.

12 Local Supplier Preference

12.1 Local Benefit

Council is committed to supporting the local economy and enhancing the capabilities of local business and industry by including a Local Supplier Preference framework in this Policy.

The objective of this policy provision is to create a framework that ensures Council gives due consideration to the actual and potential benefits to the local economy of sourcing goods and services locally where possible, whilst maintaining a value for money approach at all times.

Locally sourced goods and services will be used where price, performance, quality, suitability and other evaluation criteria are comparable with non-locally sourced goods and services.

To assist local industry and local economic development, Council will:

a) Use a local preference 'buffer' when assessing prices as defined in this policy framework.

b) Encourage a 'buy local' culture within the Council where applicable;

c) Disseminate contract and tender information to local industry, in a manner deemed appropriate;

d) Ensure that buying practices, procedures and specifications do not disadvantage local suppliers and ensure transparency in quotation, tendering and contract management practices; and

e) Encourage local businesses to promote their goods and services to Council.

Council must seek quotes from Local Suppliers where possible.

For the purposes of evaluating the pricing component only, in effect a percentage-based pricing concession will be applied to the bid price of identified Local Supplier – the current pricing concession is 5%. Accordingly, the submitted price from identified Local Suppliers will be reduced by 5 %.

Where all submissions are received from identified Local Suppliers, the 5% buffer will not be used in the assessment.

12.2 ICAC

It is noted that the ICAC has previously published its findings into research it undertook into Local Preference practices/policies by Local Government. This policy acknowledges the findings and requires that Council be precise about the local preference rule and includes it in tender documentation. Council will also monitor the cost of the policy, including adverse impact on competitiveness as recommended in the ICAC report. After regular reviews Council may alter its policy to provide a buffer which it has included with a view to supporting local industry.

12.3 Identification of 'Local Suppliers'

Local suppliers are identified for the purposes of the application of the Local Supplier Preference utilising the following qualification:

Local Suppliers are those suppliers that have maintained a registered business address in the Cabonne Council Local Government area for the preceding 12 months prior to the procurement activity for which they are seeking Local Supplier status.

12.4 Application of Local Supplier Preferencing

The price concession buffer will be applied in the evaluation and decision making process for all procurement activity up to $150,000. The Process with regards to the application and use of the buffer in evaluating offers is detailed in the *Cabonne Council Procurement Guidelines*.

After School Hours Care Policy

1 Document Information

Version Date *(Draft or Council Meeting date)*	08 August 2018
Author	Community Services Manager
Owner *(Relevant director)*	Director of Finance & Corporate Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	For consistency all policies will be adopted after review within 18 months of being adopted by Council or within 12 months of Council being elected. The Sun Protection policy will not be changed unless advised by Cancer Council NSW and Network of Community Activities.
Minute number *(once adopted by Council)*	

2 Summary

This document contains all policies and procedures relating to the operation of Cabonne After School Hours Care.

3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

4 History

Minute No.	Summary of Changes	New Version Date
13/08/22	First formal adoption by Council. Will replace Mullion Creek After School hours Care Service policy.	20 August 2013
13/09/30	Readopted as per s165(4)	17 September 2013

5 Reason

Please refer to individual policies

6 Scope

Please refer to individual policies

7 Associated Legislation

Please refer to individual policies

8 Definitions

A body of water:

The service recognises the following locations are bodies of water;

- Swimming pools and/or water fun parks
- Wading pools
- Lakes
- Ponds
- The sea/ocean
- Creeks
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

9 Responsibilities

Please refer to individual polices

10 Related Documents

Document Name	Document Location

11 Policy Statement

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Cabonne After School Hours Care Services

Philosophy, Policies and Procedures

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Cabonne After School Hours Care Services Philosophy

Policies

Acceptance and Refusal of Authorities - required authorities for excursions, activities, medications, access to personal records, collection of children.

Animals – requirements and considerations for keeping a pet at the service.

Behavioural Guidance – procedures for ensuring a safe and secure environment for staff, children and families.

Complaints Procedure – procedures for persons to make a formal or informal complaint and subsequent actions.

Confidentiality – procedures for collecting personal information, disclosing information and maintenance of information. Storage of records. Guidelines for personal conversations with families.

Dealing with Medical Conditions and Medical Administration – requirements on enrolment of a child with a medical condition including management plans and communication plans. Staff's responsibilities if a child attends who has a medical condition or allergy. Requirements and authorisations for administrating medication.

Delivery and Collection of Children – procedures for collection of children at beginning of session, collection of children at the end of the session, completion of attendance register and actions to take if a child is absent or missing.

Emergency and Evacuation – requirements for emergency evacuation procedures, required floor plans, assembly points, fire protection and prevention equipment and children's practice drills. Procedures if an unknown person harasses or threatens staff or children.

Enrolment and Orientation – guidelines for priority of access and enrolment waiting list, inclusion of children with special needs, required attendance and enrolment records, staff's responsibilities regarding children enrolled and booked in, cancellation of enrolments and orientation for new families.

Environmental Sustainability – strategies for implementing environmentally friendly practices.

Excursions - required risk management plans, equipment to be carried, authorisations, transportation guidelines and staff supervision responsibility. Procedures should a child be lost. Water safety and definition of a body of water.

Fees – requirements for making and cancelling a booking, a child's absence and closure of service. Guidelines for paying fees including CCS (Child Care Subsidy) CCB and CCR

information and charges for late collection of child/children. Action to be taken for overdue fees and debt recovery. Procedures for fee increases.

Food and Nutrition – procedures for provision of a menu detailing food and drink provided at the service including any individual's special needs. Guidelines for education and modelling of healthy eating habits. Encouragement of contributions to menu and cooking from families. Requirements for storage and hygiene in regards to food handling.

Governance and Management – responsibilities of the Approved Provider, Cabonne Council, the services Nominated Supervisors and the Coordinator in regards to administrative requirements, financial management, facilities and environment, equipment and maintenance, review and evaluation of the service, confidentiality and work, health and safety.

Hygiene – requirements of staff to educate and model good hygiene practices for children upon entering and during a session. Staffs responsibilities in regards their own hygienic practices and their environment including keeping the environment, toys and equipment clean. Guidelines for safe storage and handling of food for staff and children.

Inclusion – procedures for being inclusive of all children in the service, practices to be followed, support available for inclusion of diversity.

Infectious Diseases – procedures for dealing with a sick child on arrival, a child who becomes unwell during a session and resumption of their attendance. Procedures to follow for infection control when dealing with cuts, bodily fluids etc. Management of HIV/AIDS/Hep B and C. Management of an infectious disease outbreak.

Interactions with Children – the required attitudes and actions required from staff during interactions with children. Dealing with inappropriate children's behaviour. Exclusion for unacceptable behaviours.

Isolation – Procedures to be followed when a solitary staff member is working at a service.

Management of Basic First Aid – requirements for qualifications for first aid for staff. Provision of, and maintenance of, first aid kits. Emergency first aid procedures and contact numbers.

Management of Incident, Injury, Illness and Trauma – requirements regarding families consent to medical treatment for child/children. First aid procedures to be conducted by staff. Procedures for a serious injury or death of a child or staff member. Defining a 'serious incident'.

Policy Development and Review – requirements when developing or reviewing policies and procedures, introduction of new policies to deal with events, stakeholder's involvement, notification and endorsement of new or amended policies.

Providing a Child Safe Environment – requirements and guidelines for staff, Coordinator and Management to follow when managing the facility, buildings, equipment, storage spaces, temperature and lighting, pests and vermin and play areas. Procedures for reporting beliefs that a child is at a significant risk of harm, information exchange guidelines and Working with Children Checks.

Removal and Assumption of care of a child from the Service by Community Services – guidance and staff procedures should Community Serves arrive to assume care of child.

Social Media – guidelines for using technologies, social networking sights etc., the viewing by children of TV shows or DVD's and consequences for breaches

Staffing – a document outlining staff matters including staff recruitment, conditions of employment, staff orientation, staff professionalism, in-service training and development, review and appraisal, grievance procedure, disciplinary action, termination of employment, relief educators, volunteers, students and visitors, educator to child ratio's, communication between Management, Coordinator, staff, children and families and staffing arrangements.

Sun Protection – guidelines provided by the Cancer Council of NSW includes information regarding UV index, protecting clothing, the use of sunscreen, suitable times to play outdoors, staff role modelling and collaboration with children.

Transportation – requirements when staff have to transport children in private cars, buses or by foot. –

Supervision of Children - guidelines for supervision that ensures the children's health, safety and well-being at all times whether it is on the service premises or outside the service premises

Water Safety – a definition of a body of water, supervision requirements when near a body of water and when conducting a water based activity or when using water in the service environment.

Our Philosophy

We, at Cabonne After School Hours Care Services, are committed to providing high quality care for school aged children in an environment in which they will feel comfortable, safe and happy.

Our practices are guided by the "My Time, Our Place" Framework for School Age Care in Australia as we share their beliefs. We implement them by ensuring that;

- Children feel safe, secure and supported in our environment. They will be encouraged to feel ownership and a sense of belonging during their time with us by being valued and respected as individuals with their own emotions, ideas, opinions and goals. They will be encouraged to respect these characteristics in others during their participation in play and activities.

- Our Program includes a range of activities and experiences that cater to children's physical, emotional, social and cultural needs taking into account the diversity of ages, abilities, skills and interests.

- Our routines and practices foster children's respect for our environment and develop their sense of responsibility towards nature and the interdependence between all living things.

- Our routines include education on, and role modelling of, health and hygiene practices for children. Children will understand the importance of keeping their environment safe and clean, the benefits of their own hygiene practices and the benefits of good nutrition.

- We encourage open communication between staff, children, families and visitors to our service, respecting the beliefs, values and input of all. We will foster an interest in each other and the wider community to enhance the children's feeling of belonging and their confidence in their world.

Acceptance and Refusal of Authorisations

Policy Statement

Our service will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extracurricular activity for which authorisation is required, but has not been given, this will result in the child not being able to participate in the activity. Authorisation must be in a written format, preferably on services forms designed for this purpose. Staff discretion may be used in some circumstances.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from parents in certain circumstances. For example, the Regulation stipulates an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on an excursion (Regulation 102)
- Access to personal records (Regulation 181)

Authorisations from parents may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama etc. that is run by another provider other than the after school care service.
- Children are leaving the service to make their own way home.

Considerations

- Education and Care Services National Regulation 93, 94, 99, 102, 157, 158, 161
- National Quality Standard: Quality Area 2.3 , 7.3
- Parent Information Booklet
- Staff Handbook
- Enrolment and Orientation Policy
- Dealing with Medical Conditions and Administration of Medication Policy
- Providing a Child Safe Environment Policy

Procedure

The Nominated Supervisor, or the person in day to day charge of the service will:

1. Ensure documentation relating to authorisation (permission) from parents/guardian contains:

- The name of the child enrolled in the service

- The date
- Signature of the child's parents/guardian or nominated person who is on the enrolment form
- The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service, if applicable
- Original form/letter provided by the centre

2. Apply these authorisations to the collection of children, administration of medication, excursions and access to records.

3. Keeps these authorisations in the child's enrolment record.

4. Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained from the parent/guardian

5. Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation from the parent/guardian has been given or verbal permission with a subsequent written confirmation.

6. Obtain written authorisation, if a person other than parent/guardian or other nominated person cannot collect the child.

7. In certain circumstances verbal authorisation may be accepted at the discretion of the senior staff member on duty. In these instances staff will record in the sign in register, the time of the phone call with the parent/guardian and name of the person who will be collecting the child. Identity of the person collecting the child should be confirmed by sighting ID, preferably photographic ID, example current driver's license. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child.

8. Exercise the right to refuse if written or verbal authorisations do not comply with the requirements as outlined above.

9. Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as asthma and anaphylaxis. The service can administer medication without authorisation in these cases, provided they contact the parents/guardian as soon as practicable after the medication has been administered.

Policy first developed for Cabonne After School Hours Care Service 04/06/2013

Policy to be reviewed as per cover page.

Animals

Policy Statement

Although animals are not a necessary part of the program, we believe that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter the service must be safe and present no danger to the children in any way. Staff will ensure that everyone in the service will treat with respect and in a humane way all animals, at all times. Strict supervision will be maintained.

Considerations

- Dealing with Infectious Diseases Policy
- Management of Illness, Injury, Incident and Trauma Policy
- Providing a Child Safe Environment Policy
- Staying Health in Childcare
- Companion Animals Act 1998
- Prevention of Cruelty to Animals Act 1979

Procedure

The decision to keep a pet or have an animal visit the service will be made by the senior staff, based on an observed need or value to the children. The Supervisor will inform families of the benefits and potential risks associated with animals in the service and the procedures relating to pets and children. The Supervisor will consult with parents to determine special considerations needed for children whose immunity is compromised or who have allergies or asthma.

a) Educators will;

- Wash hands after contact with animal, animal products or feed or animal environments.
- Supervise human-animal contact, particularly involving the younger children.
- Display animals in enclosed cages or under appropriate restraints.
- Do not allow animals to roam or fly free or have contact with wild animals/birds.
- Designate a specific area for contact with animals.
- Do not allow food in animal contact areas, do not allow animals in areas where food and drink are prepared and consumed.
- Clean and disinfect all areas where animals have been present. Children should only perform this task under adult supervision.
- Not clean animal cages or enclosures in sinks or other areas used to prepare food and drink.
- Obtain appropriate veterinary care if and when necessary and ensure the animals are kept immunized, clean and free of intestinal parasites, fleas, ticks, mites and lice.
- Prepare a weekly roster to ensure the animal is appropriately fed and cared for.
- Ensure any bedding, toys, litter tray, food feeding container or water container used or consumed by animals is inaccessible to children.

- Ensure that a procedure is in place for the care of animals over the weekend, public holidays and school development days if the service does not operate on these days. In this instance it may be necessary for staff to take the animal home with them or alternatively a family enrolled at the service may agree to care for the animal on these days.
- Remind children about hygiene practices required for handling an animal and ensure the practices are followed.
- Maintain adequate supervision of the children and animals at all times.
- Follow the services policies in relation to risk assessment, providing a child safe environment and/or any incidents, injuries sustained as a result of an interaction with an animal.

b) Minimising risk to health and safety

The mouths and claws of all animals carry bacteria that can cause infections in flesh around a bite, eventually, if untreated, may spread into the blood stream. The following preventative measures will be followed to help minimize risk to health and safety from contact with animals;

- A vet should promptly treat animals that are ill, or thought to be ill. An animal that is irritable because of pain or illness is more likely to bite or scratch.
- All children will be supervised when they have contact with animals. Children should be discouraged from putting their face close to animals or playing with animals while animals are eating.
- Do not allow animals to contaminate sandpits, soil, pot plants and vegetable gardens.
- Gloves will be worn when handling animal faeces, emptying litter trays and cleaning cages.
- Dispose of animal faeces and litter daily. Faeces and litter will be placed in a plastic bag, sealed and put out with the garbage.
- Pregnant women in particular should avoid contact with cat faeces.
- If the animal is a bird, wet the floor of the cage before cleaning to avoid inhalation of powdered, dry bird faeces.
- Avoid bringing in or keeping ferrets, turtles, iguanas, lizards or other reptiles, birds of the parrot family, or any wild or dangerous animals.
- Children and educators must wash their hands thoroughly after touching animal and cleaning their cage/litter trays.

In addition to the above, the following must be noted;

- Bat bites- Australian bats harbor a Lyssavirus, which is very similar to rabies virus. If you are scratched or bitten by a bat, immediately clean the wound with soap and running water for five minutes and contact your doctor or public health unit.
- Fish and other marine organisms- Scratches from fish and other marine organisms such as coral can cause unusual infections. If an injury caused by a fish, or a wound contaminated by sea, pond or aquarium water becomes infected, it is important to see a doctor and explain how the injury occurred.
- Fleas- Fleas can infect both animals and humans, causing irritation and inflammation of the skin. Treat animals, their bedding and their immediate environment (that is, where they usually rest) to destroy adult and immature fleas.

Policy first developed for Cabonne After School Hours Care Services 05/06/2013

Policy to be reviewed as per cover page.

Behaviour Guidance

Policy Statement

Our service believes that children have the right to feel physically and psychologically safe. We aim to provide an environment where all children and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons My Time, Our Place Outcome 1).

This behaviour management policy is based on guidance, redirection and positive reinforcement. Educators will aim to guide rather than control the behaviour of children in our care.

Basic rules will be established based on safety, respect for others, order and cleanliness and will be communicated to all families, children and educators along with consequences for inappropriate behaviour. The service recognises the importance of children input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour (My Time, Our Place Outcome 2). Our service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defeats and frustrations where appropriate. This can be achieved by exploring possible solutions and helping children understand and deal with emotions. This will depend on the child's age and level of development (My Time, Our Place Outcome 3).

Considerations

- Education and Care Services National Regulations 73, 74, 76, 155, 156, 157, 168
- National Quality Standard 1.2, 2.3, 3.1, 3.2, 5.1, 5.2, 6.1, 6.3
- Confidentiality policy
- Enrolment and Orientation Policy
- Providing a Child Safe Environment Policy
- Interacting with Children Policy
- Management of Incident, Injury, Illness and Trauma Policy
- Child Protection Policy
- Children's (Education and Care Services National Law Application) Act 2010
- UN Convention on the Rights of the Child
- My Time, Our Place

Procedures

a) Guidelines

- Educators will ensure that expectations relating to children's behaviour are clear and consequence for inappropriate behaviour are consistently applied.
- Educators will act as a positive role model for acceptable behaviour and encourage and reward acceptable behaviour
- Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget when possible.

Whist at the service we expect that the children will comply with the following basic rules;

- Respect each other
- Respect other people's property and that of the service
- Share with other children and be inclusive
- Accept and respect individuals needs and differences
- Clean up after activities
- Be polite to educators and each other
- Follow the instructions from the educators
- Play only in the allocated areas and as directed by educators and not enter areas that educators have designated "out of bounds"
- Remain in the supervised areas of the program until the authorised person collecting them has signed them out
- Not participate in physical fighting (play or real), for example, spitting, throwing toys, stones or dangerous objects, using sticks
- Not bully or engage in any form of aggressive behaviour
- Use appropriate language at all times

b) Guiding children's behaviour

Steps that educators take towards establishing good behaviour management include;

- Establishing positive relationships which are the foundation for building children's self-respect, self-worth and feelings of security
- Observing children to identify triggers for challenging behaviours. Paying attention to the child's developmental level and any program issues that may be impacting on the behaviour.
- Using positive approaches to behaviour guidance. Some of these include positive acknowledgment, redirection, giving explanations, encouragement, giving help, collaborating to solve problems and helping children to understand the consequences and impact of their behaviour
- Supporting children by providing acceptable alternative behaviours when challenging behaviours occur

- Ensuring limits are consistent, carried out in a calm, firm manner, followed through. And that children are helped to behave within the limits
- Involving family and the child in appropriate ways in addressing challenging behaviour
- Using other professionals when necessary to help with behavioural guidance, for example, the Inclusion Support Facilitator (ISF)
- Identifying children's strengths and building on them
- Seeking support from other educators and management

c) Correction steps

- When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child's behaviour is intrusive to another's personal enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation
- Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators or consistently disregarding the basic rules. In these instances, the following steps will be taken;
    - The educator will explain to the child that this type of behaviour is inappropriate
    - The educator will redirect the child to a different activity within the room (or outdoors)
    - If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions. After a short period of time, the educator will have a discussion with the child with respect to their actions and then the child will return to play
    - A discussion will be held with the child's family when the child is collected.

d) Persistent inappropriate behaviour

If inappropriate behaviour continues over a period of time, a meeting between educators, nominated supervisor, child and family will be arranged. The meeting agenda will cover;

- Alternate approaches to behaviour guidance
- The child's life outside the service
- Any problems that may be causing the behaviour

- A mutual strategy for improving behaviour will be discussed and closely monitored by educators, the nominated supervisor and the child's family. Should it be necessary, and with the consent of the family, advice and assistance will be sought from relevant external specialists to address the matter
- In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service. This may be a temporary or permanent measure. Exclusion will only be considered after;

- The child's family has been notified and been given the opportunity to discuss the child's behaviour
- Educators, nominated supervisor and Approved Provider have given careful consideration to the problem.
- Adequate support and counselling is sought (if necessary) clear procedures have been established for accepting the child back into the service.
- Clear procedures have been established for accepting the child back into the service.

Policy first developed for Cabonne After School Care Services 06/06/2013

Policy to be reviewed as per cover page.

Complaints Procedures

Policy Statement

The service will maintain a complaints and grievance management system to ensure that all Educators, families and community members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the Parent Information Booklet. We will identify complaints and grievances as opportunities to improve the quality of our service.

Considerations

- National Regulation 168 "Education and Care service must have policies and procedures" (dealing with complaints)
- National Standard 7: Element 7.3.4 "processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner"
- Community Services complaints, Appeals and Monitoring Act 1994
- Parent Information Handbook
- Staff Handbook
- Providing a Child Safe Environment Policy
- Excursion Policy
- Authorisations and Refusals Policy

Procedure

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be formal or informal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

Every parent will be provided with clear written guidelines detailing the grievance procedure in the Parent Information Booklet.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Supervisor or Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss with the Manager of Community Services, Cabonne Council either in writing or verbally.

The Manager Community Services will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this will be discussed further with the individual or if necessary a meeting will be organized with the Coordinator and individual to resolve the problem.

All complaints will be recorded and dated including the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory time frames and have led to amendments to policies and procedures where required. The Coordinator and Manager Community Services will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they may need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis, then the Manager Community Services or Coordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

Policy first developed for Cabonne After School Hours Care Services 04/06/2013

Policy to be reviewed as per cover page.

Confidentiality

Policy Statement

Our service will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- A parent/guardian of the child to whom the information relates
- The regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information

Considerations

- Education and Care Services National Regulations 145, 146, 147, 148, 149, 150, 151, 152, 168, 174, 175, 176, 177, 183
- National Quality Standard 4.2, 5.1, 7.3
- Governance and Management Policy
- Enrolment Form
- Parent Information Booklet
- Staff Handbook
- Personnel Files
- My Time, Our Place
- Network OSHC Code of Conduct
- Network record Keeping factsheet
- Work, Health and Safety Act (2011)
- Privacy Act (1988)
- Child Care Service Handbook (DEEWR)
- Child Care Benefit legislation

Procedures

a) Collection of personal information

Before collecting personal information, the service will inform individuals of the following;

- The purpose for collecting the information
- What types of information will be disclosed to the public or other organisations
- When disclosure will happen
- Why disclosure needs to occur
- How information is stored
- The strategies used to keep information secure
- Who has access to the information
- The right of the individual to view their personal information
- The length of time the information needs to be retained
- How the information will be disposed of

All information regarding children and their families attending the service is to be used solely for the purpose of providing childcare and meeting the administration requirements of operating the service.

All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Coordinator will determine who is authorised to access records.

b) Retention and Storage of Records

- The service will ensure the documents set out in the Education and Care Services National Regulations (Regulation 177) are kept in a safe and secure place for the length of time as outlined in Regulation 183 (2).
- The Approved Provider will develop a practice in relation to the retention and disposal of records.
- In the event that the approval of the service is transferred, the requirements of Regulation 184 will be followed.

c) Disclosure of Information

- Personal information regarding the children and their families is not to be discussed with anyone outside the service except in circumstances outlined in Regulation 181.
- Parents/guardians may seek access to personal information collected about them and their child by contacting the Coordinator or Nominated Supervisor of the service. Children may also seek access to personal information about themselves. However, access may be denied where access would impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where the child has provided information in confidence.

- Lists of children's or parents/guardians names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without prior consent.

- No personal information regarding a staff member is to be given to anyone without his/her written permission.

d) Personal Conversations

- Personal conversations with families about their children or other matters that may impact on the child's enrolment, for example, fees, will take place in an area that affords them privacy.

- Personal conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

e) Maintenance of Information

- The Coordinator and Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulation (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education, Employment and Workplace Relations (DEEWR) and for ensuring that the information is updated regularly.

- The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up to date.

- Individuals will be required to advise the service of any changes that may affect the initial information provided.

Policy first developed for Cabonne After School Hours Care Services 040/06/2013

Policy to be reviewed as per cover page.

Dealing with Medical Conditions and Medical Administration

Policy Statement

Our service will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in the service in order to promote their sense of wellbeing, connectedness and belonging to the service ("My Time, Our Place" 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality ("My Time, Our Place" 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

Considerations

- National Law Section 173
- National Regulation 90-91, 92-96, 178, 181-184
- National Standard 2.1
- National Standard 6: Element 6.2.1 "The expertise of families is recognised and they share in the decision making about their child's learning and wellbeing".
- National Standard 6: Element 6.3.1 "Links with relevant community and support agencies are established and maintained"
- National Standard 6: Element 6.3.3. "Access to inclusion and support assistance is facilitated"
- Disability Discrimination Act 1975
- NSW Anti-discrimination Act 1977
- Work Health and Safety Act 2011
- Individual Medical Management Plans and corresponding resources
- Parent Information Booklet
- Staff Handbook
- Service policy on "Administration of Medication"
- Providing a Child Safe Environment Policy
- Enrolment and Orientation Policy
- Management of Incident, Injury, Illness and Trauma Policy
- Administration of First Aid Policy
- My Time, Our Place

Procedure

a) Dealing with medical conditions

Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded by the parent on the child's enrolment form.

Upon notification of a child's medical condition the service will provide the parent with a copy of this policy in accordance with regulation 91.

Specific or long term medical conditions will require the completion of a Medical Management Plan developed in conjunction with the parent, and child's doctor. This will be followed up by a Service Medical Management Plan and a Medical Communication Plan.

It is a requirement of the service that a risk minimisation plan and communication plan is developed in consultation with the child's family. The Nominated Supervisor or Coordinator will meet with the family and relevant health professionals, if necessary, as soon as possible prior to the child's attendance to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.

Content of the planning will include:

Identification of any risks to the child or others by their attendance at the service.

Identification of any practices or procedures that need adjustment at the service to minimise risk eg. food preparation procedures.

Process and time line for orientation or training requirements of educators.

Methods for communicating between parents and educators any changes to the child's medical management plan.

The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to implement effectively the medical management plan.

Where a child has an allergy the parents will be asked to supply a letter from their doctor explaining the effects if the child is exposed to whatever they are allergic to and explain ways staff can help the child if they do become exposed.

Where possible the service will endeavour to not have that allergen accessible in the service.

All medical conditions including food allergies will be placed on a noticeboard near the kitchen area (out of sight of general visitors and children). It is deemed the responsibility of every educator at the service to regularly read and refer to the list.

All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.

Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families in the service will be advised not to supply that allergen for their own children. Parents of children with an allergy may be asked to supply a particular diet if required (eg. soy milk, gluten free bread).

Where it is necessary for other children to consume the particular food allergen (eg. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.

Where medication for treatment of long term conditions such as asthma, epilepsy, anaphylaxis, diabetes or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. The doctor must provide this plan. In one off circumstances the service will not make an exception to this rule and will require families to complete the procedure for educators to administer medication.

b) Administration of Medication

Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorized by a doctor.

Educators will only administer medicine during service operating hours.

Permission for a child to self-medicate will be administered with the family's written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.

In the event that a case of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.

An authorisation is not required in the event of asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified.

A sweet drink containing sugar will be given in a diabetic emergency and parents or, emergency services if necessary will be notified as soon as possible after the emergency.

Families who wish for medication to be administered to their child or have their child self-administer the medication at the service must complete a medication form providing the following information;

- Name of child
- Name of medication
- Details of date, time and dosage to be administered (general time eg: afternoon tea time will not be accepted)
- Where required, indicate if the child is allowed to administer the medication themselves or have an educator do it
- Signature of family member

Medication must be given directly to an educator and not left in child's bag. If child is being collected from school by staff, staff will remove medication from child's bag. Educators will

store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.

If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.

An exception to the procedures is applied for asthma medication for severe asthmatics in which case the child may carry their own medication on their person with parental permission. Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.

Before medication is given to a child, the educator (with current First Aid Certificate) who is administering the medication will verify the correct dosage for the correct child with another educator, if possible, who will also witness the administration of the medication.

After the medication is given, the educator will record the following details on the medication form;

- Name of medication
- Date
- Time
- Dosage
- Name and signature of person who verified and witnessed.

Where a medical practitioner's approval is given, educators will complete the medication form and write the name of the medical practitioner for the authorisation.

Policy first developed for Cabonne After School Hours Care Services 04/06/2013

Policy to be reviewed as per cover page.

Delivery and Collection of Children

Policy Statement

Our service will ensure that the children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

Considerations

- Education and Care Services National Regulation 99
- Education and Care Services National Regulation 158 – 161
- Education and Care Services National Regulations 168
- Education and Care Services National Regulations 176
- National Quality Standard 2.3
- National Quality Standard 7.3
- Parent Information Booklet
- Staff Handbook
- Acceptance and Refusal of Authorisations Policy
- Enrolment and Orientation Policy
- Dealing with Medical Conditions and Medical Administration
- Providing a Child Safe Environment Policy

Procedures

a) Delivery of Children

- Children are not to be left at the service unattended at any time prior to the opening hours of the service
- The attendance register must record the child's time of arrival and have a signature recorded
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child, if applicable
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Medical Conditions and Medical Administration Procedures, if the child is being collected from school by staff, Parent/guardian must contact Coordinator to make arrangements

b) Collection of Children

- Children must be collected by closing time of the service i.e.: 6.00pm

- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and be updated on a regular basis.

- The authorised nominee who is collecting a child must sign the attendance register and record time of collection

- Written authorisation must be given with the child's enrolment form if children have permission to leave the service themselves. In this case, the responsible Person would sign the child out of the service.

- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list

- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety

- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Responsible Person will also request identification from the person collecting the child.

- In the case of an emergency where a child's authorised nominee cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of emergency.

c) Absent and Missing Children

- Families are required to notify Educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information (In sign on register for day of expected attendance)

- Families will be informed of their notifying responsibilities upon enrolment and through the Parent Information Booklet

- Should a child not arrive at the service or not be waiting in the designated area when expected, Educators will:

  - Ask the other children of their knowledge of where the child might be

  - Approach the school office and ask for information regarding the child's attendance at school

  - If the child was absent from school, call the child's authorised nominee to confirm nonattendance and remind them of their notifying responsibilities

  - If a child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.

- If the child is still unable to be located, educators will return to the service and call the child's authorised nominee to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.

- Continue to keep in contact with the school during this time.

- Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.

- If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.

- Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

d) Acknowledgement of Child's arrival

- Educators will acknowledge children's arrival at the service during after school care by recording the child's name and arrival time at the service. If the children are arriving by transport, ensure that child's arrival is recorded when they are collected from transport meeting place.

Policy first developed for Cabonne After School Care Services 06/04/2013

Policy to be reviewed as per cover page.

Emergency and Evacuation

Policy Statement

The service will provide an environment that provides for the safety and wellbeing of the children at all times ("My Time, Our Place" 1.1, 3.1). All children and educators will be aware of and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures are to be immediately implemented. In implementing the practice sessions of emergency procedures with children, educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving on the procedures or discussing ways to avert emergency situations ("My Time, Our Place" 4.2). Opportunities for older children to access and use the written emergency procedures to orientate new children prior to an emergency drill will be provided by educators on a regular bases prior to carrying out the emergency drill (My Time, Our Place" 5.1, 5.2).

Considerations

- National Regulation 97 "Emergency and evacuation procedures
- Education and Care Services National Amendment Regulations 2013
- National Standard 2;2.3.3 "Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented"
- Parent Information Handbook
- Staff Handbook
- Providing a Child Safe Environment Policy
- Excursion Policy
- Authorisations and Refusals Policy
- My Time, Our Place Framework
- Network OSHC Code of Professional Standards
- Work, Health and Safety Act (2011)

Procedure

A risk assessment will be conducted by educators and coordinator annually to review and refine emergency procedures.

Emergency evacuation procedures and floor plan will be clearly displayed in a prominent position near the main entrance and exit of each room used by the service.

All educators, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the service. Educators will make arrangements as to duties undertaken in the absence of other staff.

Educators will discuss the emergency procedures with the children and the reasons for practicing the drills prior to each emergency drill being undertaken. Following each drill, children should be reassured and their suggestions and comments welcomes for how the drill might be improved to provide them with a sense of control and understanding of the process.

Children and educators will practice the emergency procedures at least twice a term, in all types of care, before school, after school and at the beginning of vacation care.

All Emergency Drills will be recorded with date, time and length of time it took to leave building. Additional comments on recommendations for improvements can also be included in the record.

Drills will be conducted more regularly when there are new children.

Parents will be informed of the procedure and assembly points in the Parent Information Booklet.

No child or Educator is to go to their bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.

The service will maintain a fire blanket and smoke detectors and have them checked regularly as per the manufacturer's instructions.

Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation.

Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room.

Educators should be aware of bush fire danger and if relevant have appropriate training on the necessary procedures. Services in bush fire prone areas must have a plan.

The local Fire Authority should be contacted for advice and training on fire safety and this plan included in your procedures.

The evacuation plan will include:

- Routes for leaving the building suitable for all ages and abilities. These should be clearly marked.
- Plan of where the fire extinguishers are located, displayed in a public place.
- A safe assembly point away from access of emergency services.
- An alternative assembly area in case the first one becomes unsafe.
- List of items to be collected and by whom.
- List of current emergency numbers.
- Staff duties in the emergency.

Educators will be nominated to:

- Make the announcement to evacuate, identifying where and how.
- Collect children's attendance records and parent's contact numbers.
- Collect emergency numbers.
- Make the phone call to 000 or other appropriate service, management and parents as required.
- Collect the first aid kit.
- Check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- Supervise the children at the assembly area and take a roll call of children. Educators should be aware of any visitors.

When the emergency service arrives the Supervisor will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.

No one should re-enter the building until the officer in charge has said it is safe to do so.

Harassment and Threats of Violence

If a person/s known or unknown to the service harasses or makes threats to children or Educators at the service or on an excursion, Educators will:

- Calmly and politely ask them to leave the service or the vicinity of the children.
- Be firm and clear and remember your primary duty is to the children in your care.
- If they refuse to leave, explain that it may be necessary to call the police to remove them.
- If they still do not leave call the police.
- If the Supervisor is unable to make the call another staff member should be directed to do so. Educators should liaise with team members in advance to determine a code phrase that will alert another team member to a threat situation arising and prompt them to call police.
- Where possible Educators must endeavour to calmly move the children away from the person and this may be achieved quickly with the use of another code phrase that will encourage word of mouth transmission between children to move quickly from the area to another safer environment without causing alarm (as an example, the reminder to a child that ice cream is being served today at XXXX location for all children).
- No Educator should attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait for police.
- Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the service.

Policy first developed for Cabonne After School Hours Care Services – 23/01/2013

Policy to be reviewed as per cover page.

Enrolment and Orientation

Policy Statement

Our service accepts enrolments to the service for primary age children in accordance with funding priorities and guidelines. An orientation process is in place for children and families. The purpose of this is to:

- Enable Educators to meet and greet children and their families.
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the service
- To help children develop a sense of belonging, feeling accepted, develop attachments and trust those who care for them ("My Time, Our Place" Outcome 1)

Considerations

- Education and Care Services National Regulations 158, 159, 160, 161, 162, 168, 177, 183
- National Quality Standard 6.1, 7.3
- Service policies and documents
  - Service enrolment form
  - Family Information Booklet
  - Fee Policy
  - Confidentiality Policy
  - Delivery and Collection of Children Policy
  - Acceptance and Refusal of Authorisations Policy
  - Governance and Management Policy
- Network Record Keeping factsheet
- Child Care Service Handbook (DEEWR)
- A new tax system (Family Assistance) Act 1999
- Child Care Management Subsidy System

Procedure

a) Eligibility

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education and Training (DET), Employment and Workplace Relations (DEEWR), these are:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents 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:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person

- Children in families on low income
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

As well as the above, the service policy is that children must be enrolled in primary school, or older at Coordinators discretion, in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program.

b) Inclusion of children with additional needs

Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with parents and centre staff.

c) Waiting List

Where demand for care exceeds the services number of approved places, families will be placed on the service waiting list. When completing waiting list details, families will be advised of the Priority of Access Guidelines.

Waiting lists will be refreshed annually by mail. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the service does not receive an updated reply by mail and the form is not returned to the service, families will be removed from the list, as it is presumed the family is no longer requiring care.

d) Enrolment

Enrolments will be created in line with Priority of Access Guidelines and the Child Care Subsidy Management System (CCMS) (CCSS). There are three enrolment types under the CCMS CCSS:

- Formal enrolments
- Informal enrolments
- AMEP/Other enrolments

Enrolments will not be accepted from families without full completion of the enrolment form which requests mandatory information for CCCS.

e) Attendance and enrolment records

Accurate attendance records will be kept, which:

- Records the full name of each child attending the service
- Records the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either:
  - the person who delivers or collects the child
  - the Nominated Supervisor or an Educator (Regulation 158) and
- Meets the requirements of the Child Care Subsidy Management System (CCMS) (CCSS)

An enrolment record for each child will be kept at the service which includes all details outlined in Regulation 160, 161 and 162.

f) Child's attendance once enrolled

The service's responsibility for the child begins when placed in staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the Co-coordinator or Nominated Supervisor as soon as possible. The rules for allowable absences under CCMS CCSS will be followed in relation to all absences.

If a child who is enrolled with the service, but is not on the roll for a particular day, arrives at the service, the nominated supervisor or other relevant staff member will contact the family immediately to see if the child should have been booked in for the day.

If a child has not been enrolled they must not be taken into care under any circumstances. In this case, the school or child's parents (if possible) will be contacted immediately.

g) Cancellation of an enrolment

Cancellation of an enrolment may be initiated in two different situations.

- A parent advises the service that no further care needs to be provided
- The service identifies that care is no longer required or being provided (CCMS CCSS ending enrolments)

The family must give one weeks' notice if they wish to cancel a child's enrolment.

CCMS CCSS guidelines will be followed once an enrolment is cancelled.

h) Confidentiality and storage of records

Enrolment information will be kept in the strictest confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the time specified in the regulations (Regulations 158, 159, 160, 183).

i) Orientation

Families who are enrolling their child for the first time will be given a Parent Information Booklet and the key policies for families prior to the child's first day at the service. Families should read this booklet so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.

Parents should advise staff when they are greeted that it is their child's first day at the service and the staff member will introduce themselves and guide them through the sign in/sign out process, check that all relevant forms and authorities have been signed and show them around the centre. The parent will meet the Nominated Supervisor, who will answer any questions the parent may have or refer them to the coordinator. The staff member will introduce the child to the other children, if applicable, and engage them in an activity. The staff member will remain with the child until they are settled and comfortable in the new environment.

Policy first developed for Cabonne After School Hours Care Services 4/6/2013

Policy to be reviewed as per cover page.

Environmental Sustainability

Policy Statement

Environmental Sustainability is making decisions and taking actions that are in the interests of protecting the natural world. It is preserving the capability of the environment to support human life and about making responsible decisions that reduce our negative impact on the environment.

A healthy environment is necessary for the survival of humans and other organisms.

We aim to encourage and increase knowledge and awareness of environmental sustainability for our staff, the children and the children's families. We will promote responsible environmental practices wherever possible and make them an integral part of our service. We will endeavour to instil in all, a respect for our environment that fosters a sense of wonder and a need to nurture and protect what we have. We will strive to provide experiences that create connections with the natural environment in meaningful ways and increases awareness of the inter connectedness of plants, animals, humans and our planet.

Considerations

- My Time Our Place Learning Outcome 2 "Children are connected with and contribute to their world. Children become socially responsible and show respect for environment"
- Education and Care Services Law Act 2010
- Education and Care National Regulations 2011

  Reg 113 - Outdoor space, natural environment
  Reg 155 - Interactions with Children
- National Quality Standard

  - 3.1.1 Outdoor and indoor spaces, buildings, furniture, equipment, facilities and resources are suitable for their purpose
  - 3.2 The environment is inclusive, promotes competence, independent exploration and learning through play
  - 3.2.1 Outdoor and indoor spaces are designed and organised to engage every child in quality experiences in both built and natural environment
  - 3.2.2 Resources, materials and equipment are sufficient in number, organised in ways that ensure appropriate and effective implementation of the program and allow for multiple uses
  - 3.3 The service takes an active role in caring for its environment and contributes to a sustainable future
  - 3.3.1 Sustainable practices are embedded in service operations
  - 3.3.2 Children are supported to become environmentally responsible and show respect for the environment
- littlegreenstep.com
- Planet Ark

Procedures

Educators will:

- Identify areas within the service that can be improved by environmental sustainability strategies or implementation of new practices.

- Collaborate with other staff to evaluate practices at the service and identify areas for improvement
- Keep up to date with resources and communicate best practices through notices and newsletters
- Actively engage in activities, where possible being mindful of shared spaces, that promote environment sustainability
- Incorporate education of environmental sustainability into program
- Seek campaigns to be actively involved in, for example, National Tree Day, Clean Up Australia Day, Earth Hour
- Role model sustainable practices and endeavour to minimise waste, for example, but not limited to;
  - turn off lights that aren't needed
  - turn off air conditioner when not using room
  - turn off fridge for extended holidays
  - limit chemical use,
  - ensure taps are turned off properly
  - purchase items with minimal packaging
  - replace disposable products, where possible while adhering to hygiene standards, with non-disposable products
  - reuse water from water play as grey water for garden
  - have separate bins for rubbish and recycling
  - save food scraps for someone's chickens
- Reduce, Reuse, Recycle, for example but not limited to;
  - Use sticks to hang and display children's work
  - Use old pots, pans etc. for dramatic play
  - Promote recycling used in the community, for example, old cards, phones, print cartridges, be a drop off point
- Take every opportunity to discuss sustainable practices with children and challenge their own thoughts and practices with discussion
- Incorporate into your program, activities and experiences that connect children to nature, for example but not limited to;
  - Art and craft using natural materials for example, wood, stone, sand, recycled items, seeds, plant matter
  - Build a vegetable garden

  - Make nesting boxes
  - Go for nature walks
  - Start a compost
  - Start a worm farm

- Invite visitors from bush care groups, wildlife rescue groups etc.
- Develop educational programs around seeds growing to plants. Include plants you can eat and include harvesting and cooking
- Explore environmentally friendly pest management
- Introduce pictures, books, stories or discuss current news items with children.
- Involve children in making posters to display what they learn about environmentally sustainable practices so they can help to educate their families and visitors to the service.
- Ensure families and friends are made aware of this policy and your intentions. Encourage their input and feedback.
- Use newsletters, displays, notes etc. to inform families and friends of achievements.

Policy adopted for Cabonne After School Care Services January 2018

Policy to be reviewed June 2019

Excursions

Policy Statement

Our service will endeavour to plan excursions to extend the educational programming at the centre, bearing in mind the difficulties due to the Centres isolation. Excursions are designed to allow children to explore the physical and social environment, including the local community, away from the centre's premises ("My Time, Our Place" Outcome 2.1). Parental permission will be sought for all excursions and each excursion will be carefully planned and the potential risk assessed. When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another (" My Time, Our Place" Outcomes 4.2, 4.3).

Considerations

- Education and Care Services National Regulations 100, 101, 102, 168
- National Quality Standard 2.3
- Health and Safety Policies
- My Time, Our Place

Procedure

Planned excursions will take into account:

- Children's ages, abilities and interests
- Ways to maximise the children's developmental experiences and opportunities to practice new skills
- Suitability of the venue
- Clothing and equipment required
- Travel arrangements

a) Risk Management

A risk Management Plan must be prepared for each excursion. They will include

- The proposed route and destination for excursion
- Any water hazards
- The transport to and from proposed destination for the excursion
- The number of adults and children involved in the excursion
- The number of educators or other responsible adults required to ensure appropriate supervision. This number will be determined by taking into consideration the risks posed by the excursion and whether any adults with specialized skills are required
- The proposed activities
- The likely length of time of the excursion
- The items that should be taken on the excursion, for example, first aid kit, mobile phone, list of emergency contact numbers
- Verbal instructions to children on appropriate behaviour expected whilst on excursion

b) Policies

The services Health and Safety policies will be taken into consideration and implemented on excursions when necessary

c) Permission

- Parents' permission must be obtained before any child is taken outside of the centre and specific permission is required for swimming. By signing the excursion permission form, the parent is authorising their child to attend the activities stated.
- Excursions to locations visited on a regular basis such as local parks may be undertaken without prior notice if parents of children in the group have given excursion permission. If an excursion is a regular outing, the authorisation is only required to be obtained once in a 12 month period. Once an initial risk assessment has been carried out for regular outings, risk assessments are not required for subsequent outings to the same place, unless there is a change of place or venue.

d) Supervision

- Children will be orientated to the risk elements and procedures prior to attending the excursion. This would include elements such as what to do if they become separated from the group, toilet procedures, talking to strangers, etc.
- Adequate numbers of educators to effectively supervise the children must be rostered on for excursions. Number of educators must take into consideration the ages and developmental stage of the children attending the excursion and be based on risk assessment of the excursion
- Head counts must be conducted regularly throughout the duration of the excursion

- An educator must inspect all public toilets before children use them. An educator and at least one other child, if possible, must accompany any child when using a public toilet.
- When walking the children, one educator must lead the group, another to follow at the back. Any remaining educators can be spaced along the group, walking on the road side of the footpath
- When crossing a road, a pedestrian crossing must be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator must step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road

e) Information and Equipment

Information and equipment to be taken on excursions will include:

- A list of all children with relevant personal details and parent contact phone numbers
- A list of emergency procedures and contact numbers
- A first aid kit, including SPF 30+ broad spectrum water resistant sunscreen
- Any medication for children attending the excursion
- A fully charged mobile phone
- Other information/equipment noted on Risk Assessment Plan

f) Lost child

In the event that a child is lost during an excursion the wellbeing and safety of the other children in the group will be considered and at least one educator will remain with the group.

- Inform other educators in your group
- Ask the children if they have seen the missing child recently
- Reassure any child who may be upset
- Search the premises
- Check the meeting points
- Ask the venue staff, if applicable, to begin a search and make an announcement over a loudspeaker if possible.
- Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or another educator with a supervisor's certificate will call the police and the parents.

g) Transporting children to/from an excursion

- Children are only permitted to travel to an excursion on any form of transport with written permission from a parent
- If using public transport (such as bus, Taxi) children must be effectively supervised at all times and never left unattended
- In some circumstances where the site of the excursion is close to the centre, it will be appropriate for staff and children to walk to the site
- The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children
- Public transport should be used for centre excursions where appropriate

- When using public transport or private transport it is important that each journey is risk assessed, for example, when travelling by bus
  - Ensure all bus operators hold appropriate licenses and insurance
  - Ensure they provide correct facilities ie: wheelchair access if applicable
  - Ensure adequate adult supervision
  - Ensure children display appropriate behaviour

h) Water Safety

The service recognises the risk posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water based activities safely. Risk assessments will be carried out for programmed water based activities.

The regulations do not specify a specific educator to child ratio for activities where eater is a feature. The number of educators present is to be determined by a risk assessment of the proposed activity.

It must also be noted that in section 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:

- Number, ages and abilities of the children
- Number and positioning of educators
- Each child's current activity
- Areas where children are playing, in particular the visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educators knowledge of each child and each group of children, the experience, knowledge and skill of each educator

Definition of a body of water:

The service recognises the following locations are bodies of water;

- Swimming pools and/or water fun parks
- Wading pools
- Lakes
- Ponds
- The sea/ocean
- Creeks
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

Policy first developed for Cabonne After School Hours Care Services 4/6/2013

Policy to be reviewed as per cover page.

Fees

Policy statement

Our service sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider assesses and approves the budget annually or as necessary and monitors it throughout the year.

Considerations

- Education and Care Services National Regulations 168, 172, 173
- National Quality Standard 7.3
- Enrolment Form
- Enrolment and Orientation Policy
- Delivery and Collection of Children Policy
- Confidentiality Policy

- Governance and Management Policy
- Parent Information Booklet
- Child Care Management Subsidy System

Procedure

a) Bookings and cancellations

Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's enrolment form in full. The enrolment form requests mandatory information to meet the requirements of the Child Care Subsidy System.

Casual bookings need to be made prior to 12 noon on day care is required unless there are exceptional circumstances.

Families wishing to cancel their child's place at the service are required to give one week's notice to the nominated supervisor or coordinator or they are liable to pay the extra weeks fees.

b) Absences

Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.

The service can provide families with information about approved and allowable absences and will adhere to the Child Care Management Subsidy System (CCMS) (CCSS) in relation to absences.

c) Service closure

No fee is charged while the service is closed on public holidays or school holidays.

d) Payment of fees

Fees must be paid once invoiced. Families will be provided with a statement of fees charged by the service (Regulation 168).

Failure to pay fees may result in debt recovery action being taken by Cabonne Council and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the coordinator.

e) Child Care Benefit Subsidy

Most Australian families are eligible to receive Child Care Subsidy. Families who are eligible for the Federal Government's Child Care Subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with Centrelink. The service must then be provided with the guardians Customer Reference Number and date of birth and the child's Customer Reference Number and date of birth

Most Australian families are eligible to receive Child Care Benefit Subsidy. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB CCS applied

to their account, families must first register with the Family Assistance Office. The service must then be provided with the guardians Customer Reference Number and date of birth and the child's Customer Reference Number and date of birth. The service must also be advised of the number of children in the family attending approved care as this impacts on the percentage rate applied by the Family Assistance Office. In addition, the government provides an additional 50% tax rebate to families for out of pocket child care expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the service or the family. The service encourages families to authorise the CCR to be paid directly to the service to further reduce your fees.

The service will provide families with information relating to Special Child Care Benefit, Job Education and Training and Grandparents Child Care Benefit.

f) Debt recovery

The Approved Provider reserves the right to take action to recover debts owing to the service.

Where a family has overdue fees, the child's place may be suspended until the outstanding monies are paid or a payment plan is agreed upon. Fees not kept up to date, may be followed up as follows;

- A statement advising parents of outstanding amount
- A phone call from coordinator advising parents of outstanding amount and arrangements made for payment.
- A phone call from coordinator advising parents that the outstanding debt will be referred to Cabonne Council to be followed up using their debt recovery process.

g) Late collection fee

The service operates from 3.00pm to 6.00pm. The staff are unable to accept children outside these hours.

The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).

Any parent who collects their children after 6.00pm will be charged a late fee of $10.00 per every 15 minutes or part thereof per child. Wherever possible, parents should advise the service when they will be late to collect their child.

If a parent continues to collect their child after 6.00pm, the co-ordinator will need to discuss other options with them and suitable arrangements made or the child's place in the service may be cancelled.

In circumstances that are beyond the control of the families, for example weather and traffic accidents, which may result in them arriving late to collect their child, the coordinator will have the discretion to decide if families will be charged the late fees.

h) Methods of payment

Fees can be paid by:

- Cash or cheque made out to Cabonne Council, given to the Nominated Supervisor or staff at your service.

- Cheque made out to Cabonne Council and posted to the coordinator:
  Toni Searl
  P O Box 1133
  Orange NSW 2800

Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

i) Confidentiality

All information in relation to fees will be kept in strict confidence. Members of staff and management will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.

Families may access their own account records at any time, or in particulars of fees will be available in writing to families, upon request.

j) Increase of fees

The fees are set by the coordinator and Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and should it become necessary to amend fees, families will be given a minimum of fourteen days' notice (Regulation 172).

k) Acknowledgement of responsibility to pay fees

Families are required to read and sign on their enrolment for, the Payment of Fees paragraph and Disclaimer / Informed consent paragraph. section 13, Payment of fees and Section 14, Disclaimer/Informed consent of the services enrolment form.

Policy first developed for Cabonne After School Hours Care Services 04/06/2013

Policy to be reviewed as per cover page.

Food and Nutrition

Policy Statement

Our service believes that good nutrition is essential for a child's healthy growth and development. For this reason the service will provide nutritious, good quality food consistent with the Dietary Guidelines for Children and Young People in Australia.

We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks ("My Time, Our Place" 1.1). All food served at the service will be consistent with the child's own dietary requirements and take into consideration the children's likes and dislikes as well as meet any cultural requirements of families ("My Time, Our Place" 3.2)

High standards of hygiene will be maintained throughout food preparation. We will encourage the development of the children's good eating habits through modelling and reinforcing of healthy eating and nutrition practices by educators. Parents will be encouraged to share family recipes and traditions to enrich the variety and enjoyment of food by the children and support the children's development of respect for and understanding of diversity ("My Time, Our Place" 1.3).

Where possible we will seek out opportunities to learn about growing our own food and collaborate with children to produce our own opportunities to use food we have grown ourselves in our menu planning ("My Time, Our Place" 3.4).

Considerations

- National Regulation 77, 78 ; Food and Beverages
- National Regulation 79; Service providing Food and Beverage
- National Regulation 80; Weekly Menu
- National Quality Standard 2.2 Element 2.2.1 "Healthy eating is promoted and food and drinks provided by the service are nutritious and appropriate for each child".
- Parent Information Handbook
- Staff Handbook
- Dealing with Infectious Disease Policy
- Australian Dietary Guidelines for children and adolescents
- National Food Standards Code (FSANZ)
- Food Act 2003 (NSW)
- Food Regulation 2010 (NSW)
- NRG@OOSH (Network of Community Activities)
- Service Hygiene Policy

Procedure

a) Nutrition

A menu developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children. The menu will be an accurate representation of food and drink that is being served.

All children's individual needs such as allergens, cultural requirements and health needs etc. will be addressed in the menus and parents advised if they will be required to supply specific foods for their child.

Food and drink consistent with the menu will be provided for afternoon tea.

Fresh drinking water will be available at all times for the children and educators.

Children and parents will be encouraged to share family and cultural traditions, ideas and recipes to contribute to the menu.

Education of healthy eating habits will developed through ongoing example, specific activities, notices, posters and information sheets to parents.

The denial of food will never be used as a punishment.

Children's cooking activities will be encouraged to develop life skills.

Educators are required to stay up to date with professional development on nutrition and food safety practices and document changes to practice as a result.

b) Food safety

All food will be prepared and stored in a hygienic manner as per the current Australian New Zealand Food Standards.

Opened food will be stored in tightly sealed containers, away from chemicals

Kitchen equipment will be cleaned and stored appropriately.

Surfaces are cleaned and sanitised before and/or after food preparation.

All perishable foods will be stored in the refrigerator and the temperature should be monitored to ensure it is less than 5 degrees C.

Children will be encouraged not to share their drinking and eating utensils.

Tongs and spoons will be used for the serving of food. Where possible, educators will encourage children to self-serve food and drinks encouraging the development of their food handling skills as well as acknowledging their growing sense of independence.

All cups, plates and utensils will be washed in hot soapy water.

Children should be seated while drinking and eating.

Educators are not required when handling food to use gloves if correct hand washing practices have been implemented (See Food Act). If gloves are used, care must be taken to avoid contaminating food by only using them for one continuous task and then discarding them. Gloves must be removed, discarded and replaced with a new pair before handling food and before working with ready to eat food after handling raw food.

Gloves must be removed, discarded and replaced after using toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body. They will then be replaced if food preparation continues.

All rubbish or left over food is to be disposed of immediately in lidded bins and bins emptied at least daily and the wiped with disinfectant.

Containers are to be cleaned and stored appropriately to ensure pests cannot contaminate them.

Children will be encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygienic practices when preparing food. This participation

should always be supervised and explanation provided to children on the reasons why hygienic conditions are maintained.

The service will provide food handling and hygiene information to parents.

The service will regularly review and evaluate food handling and practices in line with current best practice guidelines from recognised authorities.

Policy first developed for Cabonne After School Hours Care Services 17/6/2013

Policy to be reviewed as per cover page.

Governance and Management

Policy Statement

Our service aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stake holders.

For the purpose of Regulations, the Management Committee is the Approved Provider. The Approved Provider being Cabonne Council.

The Approved Provider will ensure that all aspects of governance and management are clearly articulated and compliment the service Philosophy.

The Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 are available for inspection at the service at all times (as per Regulation 171).

Considerations

- Education and Care Services National Regulations 103, 168, 171, 172, 173, 177, 183, 184, 185
- National Quality Standard 7.3
- Service Philosophy
- Quality Improvement Plan
- Parent Information Booklet
- Staff Handbook
- Fee Policy
- Confidentiality Policy
- Food Safety Standards
- Network Record Keeping fact sheet
- Child Care Service Handbook (DEEWR)
- Work, Health and Safety Act (2011)
- Child Care Benefit Legislation

Responsibilities

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

- Compliance monitoring – ensuring compliance with the objects, purposes and values of the service

- Organisational governance – setting or approving policies, plans and budgets to achieve those objectives and monitoring performance against them
- Strategic Planning- reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the service complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control and performance reporting, reviewing the service's budget, monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of coordinator, nominated supervisor and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service, agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise.
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between staff or volunteers.

The Nominated Supervisor is responsible for day to day running of the service and to support the Coordinator in their role.

The Coordinator is responsible for the day to day management of the service and to address key management and operational issues under the direction of, and the policies laid down by, the Coordinator and the Approved Provider, including:

- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff
- Having input into the annual budget and managing day to day operations within the budget
- Maintaining an effective risk assessment framework
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisations performance

Procedures

This policy will encompass the following;

- Philosophy and policies
- Financial management
- Facilities and environment
- Equipment and maintenance
- Review and evaluation of service
- Records management
- Work, Health and Safety

a) Philosophy and policies

- The development and review of the Philosophy and policies will be an ongoing process.
- The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”. There will be a collaborative and consultative process to support the development of the philosophy that will include children, parents and educators. The statement of philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Approved Provider will ratify the Philosophy and the policies. Policies can only be altered by the coordinator in conjunction with the approved provider and the changes minuted as a record.
- All documents will be dated and include nominated review dates.
- There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent information booklet and staff handbook and general service information.

b) Financial management

- The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.

- In line with this responsibility, the Approved Provider will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.

- Financial reporting including an income and expenditure statement and balance sheet will be presented to the coordinator on a regular basis and the opportunity provided to ask questions or seek further advice from any staff member.

c) Facilities and Environment

- The management will ensure regulations 103 to 115 relating to physical environment required for an OSHC service are maintained at all times.

- In the event of the relocation of the site, management will ensure that the requirements of the regulations are considered if and when site rearrangements are proposed.

- Work, Health and Safety implications will be considered by management in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

d) Equipment and Maintenance

- Appropriate equipment and furniture, to meet the needs of the children and educators will be maintained and safe.

- Processes will be in place for routine cleaning of toys and equipment.

e) Review and evaluation of the service

- Ongoing review and evaluation will underpin the continuing development of the service. Management will ensure that the evaluation involves all stakeholders, especially families, children and educators/staff.

- The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings with management.

f) Confidentiality

All members of management will maintain confidentiality. This is addressed in the confidentiality policy.

g) Maintenance of Records

- Regulation 177 outlines requirements and includes references to records services must keep. Regulations 183 – 184 detail storage of records.

- The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure privacy and confidentiality.

- The Approved Provider assists in determining the process, storage place and time line for storage of records.
- The services orientation and induction process will include the provision of relevant information to staff, children and families.
- Clear guidelines on who will have access to which particular records will be given to management, educators and families. These will be available at all times at the service.

The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:

- Australian Taxation Office (ATO)
- Family Assistance Office (FAO)
- Department of Education (DET) Employment and Workplace Relations (DEEWR)

- In the event of ceasing to operate, the services management will identify where the records will be kept and seek professional advice on the winding up of the service.
- A list of nominated contacts for Child Care Subsidy Management System, Australian Taxation Office and Superannuation Funds as well as any other accounts, will be maintained and available to all members of management. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.

h) Work, Health and Safety

- Policies and Procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- The Nominated Supervisor will report back to management on any Work, Health and Safety issues as they arise.
- Management will be provided with information to assist them in meeting their obligations under the legislation.

Policy first developed for Cabonne After School Hours Care Services 05/06/2013

Policy to be reviewed as per cover page.

Hygiene

Policy Statement

Our service will maintain a healthy and hygienic environment that promotes the health of the children, educators and parents using our service. Children and parents using the service will be encouraged to share ownership of maintaining hygienic practices in the service. Educators will ensure that they maintain and model current best practice hygiene procedures as advised by NSW health authorities. Educators will engage children in experiences, conversations, routines and responsibilities that promote children's understanding of the importance of hygiene for the well-being of themselves and others (My Time, Our Place Outcomes 3.2, 4.2, 4.3).

Considerations

- Regulations 77 (Health, hygiene and safe food practices)
- National Quality Standard 2; Children's Health and Safety (Element 2. 1.3)
- National Food Standards Code (FSANZ)
- Food Act 2003 (NSW)
- Food Regulation 2010 (NSW)
- NSW Department of Health

Procedure

Educators will maintain and model appropriate practices and encourage the children to adopt hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing educators should acknowledge children modelling hygiene practices and look for opportunities to provide opportunities for children who have not developed the same level of awareness.

Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents, and where appropriate information sheets or posters will be used by Educators to support these practices.

Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. Where practices differ to standards expected in the service remind children that these are practices to be followed in the service but they may be different for them at home.

Hand washing will be practiced by all educators and children upon entering the service, before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition educators will wash their hands before leaving the service.

All educators must wear disposable gloves when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Educators must wash hands with soap and water after removing the gloves. Educators with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.

The service will be cleaned daily and rosters maintained as evidence of the cleaning tasks being undertaken.

All toilet facilities will have access to a basin or sink with running water and soap and paper towel for washing and drying hands.

Women and girls will have access to feminine hygiene disposal.

Soap and paper towel will also be available in the kitchen area.

All toilets, hand basins and kitchen facilities used by the service will be cleaned daily. Surfaces will be cleaned with detergent after each activity and at the end of each day and all contaminated surfaces will be disinfected at the end of each day.

Toys will be washed, cleaned and disinfected on a regular basis with material items such as dress ups and cushion covers laundered as required but with a minimum of quarterly.

Food

All food will be prepared and stored in a hygienic manner.

Children will be encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygienic practices when preparing food. This participation should always be supervised and explanation provided to children on the reasons why hygienic conditions are maintained.

Food will be stored in tightly sealed containers, away from chemicals.

Containers are to be cleaned and stored appropriately to ensure pests cannot contaminate them.

Kitchen equipment will be cleaned and stored appropriately.

Surfaces are cleaned before and/or after food preparation.

All perishable foods will be stored in the refrigerator and the temperature should be monitored to ensure it is less than 5 degrees C.

The service will provide food handling and hygiene information to parents.

The service will regularly review and evaluate food handling and practices in line with current best practice guidelines from recognised authorities.

Children will be encouraged not to share their drinking and eating utensils.

Tongs and spoons will be sued for the serving of food. Where possible educators will encourage children to self-serve food and drinks encouraging the development of their food handling skills as well as acknowledging their growing sense of independence.

All cups, plates and utensils will be washed in hot soapy water.

Educators are not required when handling food to use gloves if correct hand washing practices have been implemented (See Food Act). If gloves are used, care must be taken to avoid contaminating food by only using them for one continuous task and then discarding them.

Gloves must be removed, discarded and replaced with a new pair before handling food and before working with ready to eat food after handling raw food.

Gloves must be removed, discarded and replaced after using toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body.

All rubbish or left over food is to be disposed of immediately in lidded bins and bins emptied at least daily and the wiped with disinfectant.

Policy first developed for Cabonne After School Hours Care Services 4/6/2013

Policy to be reviewed as per cover page.

Inclusion

Policy Statement

Our service aims to provide an environment that is free from bias and prejudice in which children learn the principles of fairness and respect for the uniqueness of each person. Children are encouraged to develop their own sense of identity and educators will facilitate this in a way that embraces the needs and abilities of each child (My Time, Our Place Outcome 1). Educators will ensure that children become aware of fairness and equity and have opportunities to practice challenging bias in their play (My Time, Our Place Outcome 2). The service involves the community to assist educators and children to understand and accept the range of cultures and abilities of members of the local community, where possible. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with educators and other families and cultural competence in children will be fostered. The service will ensure the appropriate inclusion support services are accessed and families are referred to them in order to support children's wellbeing and full access to the program.

Considerations

- Education and Care Services National Regulations 73, 74, 75, 76, 155, 156, 168
- National Quality Standard 1.1, 1.2, 4.2, 5.1, 5.2, 6.1, 6.2, 6.3
- Providing a Child Safe Environment Policy
- Confidentiality Policy
- Enrolment and Orientation Policy
- Interactions with Children Policy
- Complaints Policy
- NSW Anti-Discrimination Act 1977
- UN Convention on the Rights of the Child
- My Time, Our Place Framework for School Age Care in Australia

Procedures

a) Inclusive Practices

- Educators will actively seek information from children, families and the community about their cultural traditions, customs and beliefs and use this information to provide children with a variety of experiences that will enrich the environment within the service
- Educators will work in partnership with families to provide care that meets the child's needs and is consistent with the family's culture, beliefs and child rearing practices. Specific requests will be acknowledged where practical to demonstrate respect and ensure continuity of care of the child

- Educators will obtain and use resources that reflect the diversity of children, families and the community and increase awareness and appreciation of Australia's Aboriginal and Torres Strait Islander and multicultural heritage

- Educators will be sensitive and attentive to all children and respect their backgrounds, gender, unique qualities and abilities. The service will ensure that the service environment reflects the lives of the children and families using the service and the cultural diversity of the broader community and ensure children's individual needs are accommodated in the service

- Children with additional needs will be provided with the necessary support and resources to allow them to fully participate in the service. This may require the assistance of speciality services, adaptation of the environment, changes to routines and educator arrangements in order to facilitate inclusion. The service will achieve this this in collaboration with the child's family.

- Educators will treat all children equitably and encourage them to treat each other with respect and fairness

- Educators will act as positive role models by encouraging all children to be involved in a variety of activities regardless of gender

- Educators will role model appropriate ways to challenge discrimination and prejudice and actively promote inclusive behaviours in children

- Children will never be singled out or made to feel inferior to or better than theirs. Educators and children will discuss incidents of bias or prejudice in children's play or relationships with each other to help children understand and find strategies to counteract these behaviours

- The program will include experiences for the children that are not based on sex role stereotypes

- Resource materials and equipment used in the service will, as far as possible, be non-stereotyped

- Families will be consulted in the development of holistic programs that are responsive to children's lives, interests, learning styles, genders and reflect children's family, culture and community

- Educators will create opportunities for children to learn about, develop respect for, and celebrate the diversity that exists in the service and broader community by;

    - Encouraging all families, children and other educators to share their experience, skills, cultures and beliefs

    - Inviting community members to the service to share their stories, songs, experiences, skills, cultures and beliefs

- Assessing and using a range of resources (including multicultural and multi lingual resources) that reflect the diversity of children and families in the service and in the broader community

b) Educator recruitment and professional development

- Where possible, our service will aim to recruit educators from diverse cultural and linguistic backgrounds that reflect the cultural diversity of our community and employ staff from both genders
- The Nominated Supervisor and educators will, where possible, attend professional development that builds awareness of their own cultural beliefs and values, increases their cultural competence and helps them to challenge discrimination and prejudice
- All educators will be provided with a copy of the Outside School Hours Care Code of Professional Standards

c) Inclusion Support Agencies

- The service will access bicultural support workers where necessary and/or telephone translation services and provide information on aspects of the service in languages that are spoken in the local community to assist in communication with families from diverse cultural backgrounds, if appropriate
- The service will access additional support, assistance and resources for children with additional needs including children from diverse cultural backgrounds, children with high ongoing support needs and Aboriginal and Torres Strait islander children.
- Educators will talk to children's families about any concerns they have and offer the family links to other support services within the community such as Inclusion Support Agencies, Community Health Services etc.
- Educators will work with families, inclusion support agencies and other specialists associated with the child to develop individual support plans.

Policy first developed for Cabonne After School Hours Care Services 18/06/2013

Policy to be reviewed as per cover page.

Infectious Diseases

Policy Statement

Our service will aim to provide a safe and hygienic environment that will promote the health and well-being of our children (My Time, Our Place" Outcome 3). We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with guidelines of State Health Authorities.

Considerations

- National Regulation 85 "Incident, Injury and Illness policies and procedures"
- National Regulation 86 "Notification to parents of Incident, Injury, Trauma and Illness"
- National Regulation 87 " Incident, Injury, Trauma and Illness Record"
- National Regulation 88 "Infectious Diseases"
- National Standard 2; Element 2.1.4 ("Steps are taken to control the spread of infectious diseases and to manage illness and injuries in accordance with recognized guidelines")
- Parent Information Handbook
- Staff Handbook
- Enrolment and Orientation Policy
- Providing a Child Safe Environment Policy
- Incident, Injury, Illness and Trauma Policy
- NSW Department of Health guidelines
- Disability Discrimination Act 1975
- NSW Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Staying Healthy in Child Care (5th Edition)

Procedure

a) Prevention

- Universal precautions will be consistently applied across service practices to ensure prevention of the spread of infection is effective.
- A regularly updated copy of Department of Health guidelines on infectious disease from NSW Department of Health website http://www.health.nsw.gov.au/publichealth/Infectious/a-z.asp will be kept at the service for reference by staff, management and families.
- If a child is showing symptoms of an infectious disease whilst at home, families are not permitted to bring the child to the service. Children who appear unwell when being signed in by their family will not be permitted to be left at the service.
- Hand washing will be practiced by all educators and children upon entering the service, before preparing or eating food and after all dirty tasks such as toileting, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition, educators will wash their hands before leaving the service.
- The service will be cleaned daily and rosters maintained as evidence of the cleaning tasks being undertaken.

- All toilet facilities will have access to basin or sink with running water and soap and paper towel for washing and drying hands.
- Women will have access to feminine hygiene disposal.
- Soap and paper towel will also be available in the kitchen area.
- All toilets, hand basins and kitchen facilities used by the service will be cleaned daily. General surfaces will be cleaned with detergent after each activity and at the end of the day and all contaminated surfaces will be disinfected.
- Toys will be washed, cleaned and disinfected on a regular basis with material items such as dress ups and cushion covers laundered as required but a minimum of quarterly.
- Educators will maintain and model appropriate hygiene practices and encourage the children to adopt effective hygiene practices. As part of children taking increasing responsibility for their own health and physical well-being, educators should acknowledge children who are modelling hygienic practices.
- Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents and where appropriate, information sheets or posters will be used by educators to support these practices.
- Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. Where practices differ to standards expected in the service remind children that these are practice to be followed in the service but they may be different for them at home.
- All educators will be advised upon appointment to the position to maintain their immunity to common childhood diseases, tetanus and Hepatitis B through immunization with their local health professional.

b) Management

- Children and staff with infectious diseases will be excluded from the service for the period recommended by the Department of Health.
- Where there is an outbreak of an infectious disease, each enrolled child's family/emergency contact will be notified within 24 hours under ordinary circumstances. The service will maintain confidentiality when issuing notification and ensure it is not prejudicial or identifies any children.
- In the event of an outbreak of a vaccine preventable disease at the service or the school attended by children at the service, parents and children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
- If a child develops symptoms of a possible infectious disease whilst at the service, their family will be contacted to take the child home. Where they are not available, emergency contacts will be called to ensure the child is removed from the service promptly.
- All staff dealing with open sores, cuts and bodily fluids with any child or adult shall wear disposable gloves and practice universal precautions.
- Staff with cuts, open wounds or skin diseases such as dermatitis should cover their wounds and wear disposable gloves.

- Disposable gloves will be properly and safely discarded and staff are to wash their hands after doing so.
- If a child has an open wound it will be covered with a waterproof dressing and securely attached.
- If bodily fluids or blood gets on the skin but there is no cut or puncture. Wash away with hot soapy water.
- In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water.
- In the event of exposure to the mouth, promptly spit it out and rinse mouth with water several times.
- In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.
- In the event of having to perform CPR, disposable sterile face masks are to be used, or if unavailable, a piece of cloth. The staff person in charge of the first aid kit will ensure that a mask is available at all times.
- Any exposure should be reported to the Coordinator and management to ensure proper follow up procedures occur.
- Staff will consider the resources they are using when assisting school age children when toileting to ensure they are age appropriate and ensure privacy for the child and ease of use for staff.
- Any soiled clothing shall be handled using disposable gloves and placed and sealed in a plastic bag for the parents to take home. The service will never rinse soiled clothing.
- Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected. Cloths used in cleaning will be wrapped in plastic bags and properly disposed of according to current infection control guidelines.
- The public health unit will be contacted if any child contracts a vaccine preventable disease.
- Payment of fees will be required for children during an outbreak of a vaccine preventable disease unless other arrangement discussed and agreed to by the provider have been made.
- The Coordinator and Supervisor will at all times follow recommendations as outlined in the Health Department document.
- The decision to exclude or re admit a child or staff member will be the responsibility of the coordinator based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.
- The coordinator or staff members have the right to refuse access if concerned about the child's health.
- Children and staff with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.
- A doctor's clearance certificate will be required for all infectious diseases such as measles, mumps, diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before returning to the service.

c) Management of HIV/AIDS/HEP B and C

- Under the Federal Disability Act and the Equal Opportunity Act, no discrimination will take place based on a child's/parents/educators HIV status.
- A child with AIDS shall be treated as any other child and have the same level of physical contact with Educators as other children in the centre.
- Where Educators are informed of a child, parent or other educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. The service has no obligation to advise other families attending the service of a child or educator's HIV status.
- Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy (see also Hygiene policy for details) will be implemented.
- Educators and families will be encouraged to participate in AIDS and Hepatitis education.

Policy first developed for Cabonne After School Hours Care Services 050/6/2013

Policy to be reviewed as per cover page.

Interactions with Children

Policy Statement

Our service will provide an environment that reflects the principles in "My Time, Our Place" where the development of secure, respectful and reciprocal relationships with children, are fostered and encouraged and genuine respect for diversity and a commitment to equity is reflected in all our interactions with children.

We will endeavour through our interactions with children to nurture their optimism, happiness and sense of fun and we will aim to recognise and respond to barriers which may impact on children achieving a positive sense of self identity.

Educators will utilise opportunities in their interactions with children to develop an understanding of each other's expectations leading to a deeper understanding of each other and the negotiation of clear boundaries regarding safety, respect for others and procedures for creating a caring environment.

Considerations

- Education and Care Services National Regulations 73, 74, 76, 155, 156, 168
- National Quality Standard Areas 1,5 and 6
- Parent Information Booklet
- Staff Handbook
- Programming and evaluation records
- Grievance Policy
- Child Safe Environments
- My Time, Our Place Outcomes
- Behavioural Guidance Policy

Procedure

a) The educators will:

- Maintain a positive attitude in all interactions with children
- Listen carefully to children's experiences and perspectives and show interest in their ideas and perspectives.
- Respect children as individuals and encourage each child to voice their opinions, concerns and ideas in a supportive forum that is free from stigmatism.
- Support children in feeling confident in the environment by never using strategies such as shouting, threats of corporal punishment or the refusal of food or other basic needs. Educators will always treat children with respect, courtesy and understanding.
- Treat children equally regardless of race, cultural background, religion, sex or ability and ensure interactions between children and educators exhibit this.
- Sensitively manage children who are having difficulty conveying their message or managing their emotions.
- Ensure children understand what is being communicated to them during interactions and allow them time to question or respond.
- Speak to children at their level and use voice intonations, facial expressions and body language to assist in conveying messages.

- Engage in one on one conversation with all children and develop an understanding of their likes, dislikes and interests.
- Collaborate with children regarding daily routines and practices within the service including programming of experiences in order to meet their individual needs, interests and abilities.
- Organise environments and spaces that promote small and large group interactions and meaningful play and leisure.
- Collaborate with children to develop a set of rules or boundaries to guide their behaviour in the service and discuss clear expectations and consequences of inappropriate behaviours.
- Keep rules simple and only have a small number of concise rules that children understand, focusing on appreciating and caring for each other and the environment. All staff, families and children will be made aware of the rules and the expected consequences. The rules will be clearly displayed.
- Ensure that all educators enforce the rules and consequences consistently at all times. Consequences will be relevant to the situation and never demeaning.
- Follow up all issues that arise by discussing the situation with the child and strategizing for better solutions in future issues.
- Collaborate with family members and schools regarding appropriate behaviour management practices to ensure there is a consistent approach.
- Access professional development and resources related to positive behaviour management.
- Act as a positive role model for appropriate and expected behaviours in the service being mindful of respectful language and tone.
- Encourage and reward acceptable behaviour by giving praise and positive feedback to children as often as possible.
- Focus on the behaviours being displayed and not the child displaying them.
- Assist children in displaying self-discipline skills and regulating their own behaviours by using simple conflict resolution skills, building self-reliance and self-esteem, role modelling and positive direction.
- Provide children with opportunities to interact and develop respectful and positive relationships with each other, educators and visitors to the service.
- Ensure that appropriate physical contact is maintained in regards to comforting children, application of first aid, safety provisions such as holding hands and maintaining respectful body space.
- Identify when interactions with a child are not appropriate and refer to the services “Providing a Child Safe Environment” Policy to address these concerns.
- Maintain defined boundaries in regards to appropriate behaviour with children and engagement with their families.

b) The children will:

- Be treated with respect, courtesy and understanding regardless of race, culture, background, religion, sex or ability.
- Be encouraged to listen to others with respect, courtesy and understanding regardless of race, cultural background, religion, sex or ability.
- Be encouraged to share humour and express themselves in a variety of ways.

- Practice strategies for problem solving, debating, negotiating and interacting with others in an appropriate way with the guidance of educators
- Have opportunities to use and share their home language with other children and educators
- Collaborate with staff in developing service routines and procedures including rules and boundaries and the consequences they should expect if these are not followed.
- Encourage their peers to adhere to the rules and expectations.
- Participate in experiences that will build relationships and promote interactions between each other, educators and visitors to the service.
- Assist educators in developing programs and routines for the service that reflect their individual needs, interests and abilities.
- Have their need for solitude or quiet time supported and respected by educators and children.
- Develop an understanding of the choices they make and the responsibility they have to manage their own behaviours in conjunction with educators.

Policy first developed for Cabonne After School Care Services 06/06/13

Policy to be reviewed as per cover page.

Isolation Policy

Policy Statement

We aim to ensure the safety and welfare of the children by having procedures in place, in respect to the isolation of the service that enables prompt and efficient actions and responses in the event of an emergency or accident.

Considerations

Procedure

A member of the School Executive Staff will be responsible for ensuring that a solitary staff member responsible for the service has arrived for duty on days when the service is operating with one staff member. Should the solitary staff member not arrive, the school delegate will endeavour to contact service staff member on designated phone number. If the school delegate is unable to contact service staff member, the Co-ordinator and the Community Services Manager at Cabonne Council will be advised and the school delegate will take responsibility for children attending the service on that day until other arrangements can be made.

In the event that a replacement staff member cannot be provided in a prompt manner, the Executive Staff member will then use their own school records and any additional records provided by service staff to contact unattended children's parents/guardians/emergency pickups.

The service staff will provide the school Executive Staff with details of all emergency contacts that may be required.

A poster will be displayed in a prominent position to prompt children in calling for help in the event that a solitary staff member has an accident or medical concern.

Children will be regularly practiced in procedure for calling for help and will be made familiar with the use of a mobile phone.

A contact list will be established and displayed of persons who live in close proximity to the service and can be contacted to supervise the children in the event that a solitary staff member is unable to perform their duties.

Children will be made aware of the contact list and instructed in its use.

If a child receives a serious injury while a solitary staff member is on duty, the procedures in the Management of Incident, Injury and Trauma policy will be followed.

If a person or persons unknown to the service harass or makes threats to the children or staff when there is a solitary staff member on duty, the staff member will follow the procedures outlined in Emergency Procedures Policy. The exception to this being that a delegated child will be instructed to call the police. If possible children and staff will move to inside environment and lock the door while waiting for assistance.

Policy first developed for Cabonne After School Hours Care Services 06/06/2013

Policy to be reviewed as per cover page.

Management of Basic First Aid

Policy Statement

The service believes that in order to ensure the highest level of care is maintained for children attending the service; all educators should be suitably qualified in emergency first aid management. The service will ensure that first aid equipment and support is available to all children, educators and visitors to the service and whilst on excursions. All educators are required to undertake senior first aid, asthma management and anaphylaxis management training as part of their conditions of employment to ensure full and proper care of all is maintained (My Time Our Place 3).

Considerations

- National Regulation 89; First Aid Kits
- National Standard 2: Element 2.1.4 "steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines"
- National Regulation 12
- National Regulation 87
- National Law Section 174
- Staff Handbook
- Providing a Child Safe Environment Policy
- Excursion Policy
- Management of Incident, Injury, Illness and Trauma Policy
- Hygiene Policy
- Infectious Disease Policy
- ACECQA "Frequently Asked Questions" www.acecqa.gov.au

Procedure

The Nominated Supervisor is responsible for ensuring that a minimum of one educator must be present at the service at all times who is currently qualified in senior first aid, asthma management and anaphylaxis management.

The service will endeavour to have all educators with current first aid qualifications.

A current first aid certificate or willingness to undergo training will be advertised for all new positions.

Educators will undergo first aid training as part of their conditions of employment. Thereafter, educators will renew their certificates as required.

The centre will budget for the cost of first aid course or renewal for each educator as part of the training budget.

A fully stocked and updated first aid kit will be kept in the designated, secure place in the centre. Educators are to ensure that this is easily accessible to all educators and volunteers and kept inaccessible to children

A separate travelling first aid kit will also be maintained and taken on all excursions and outdoor activities.

The first aid kit will contain the minimum equipment suggested by the Red Cross or St Johns Ambulance and a first aid manual will be kept at the centre.

A cold pack will be kept in the freezer for treatment of bruises and sprains.

An inventory of the kits will be maintained and checked on a monthly basis and signed off by the nominated supervisor. The nominated supervisor may be required to produce these checklists in the event of a request from management or from the NSW regulatory authority.

Each school term, one educator will be designated the duty of maintaining the kits to ensure they are fully stocked, and that all items are within the use by date.

At orientation educators and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.

Qualified first aiders will only administer first aid in minor incidents or to stabilise the victim until expert assistance arrives in more serious accidents.

Telephone numbers of emergency contacts, local doctor and poisons centre will be located where they are easily accessible.

In the event of an emergency the educator administering the first aid must not leave the patient until emergency services or the parent arrives. All emergency calls should be made by a second educator where possible.

In the case of a minor accident the first aid attendant will:

1. Reassure the child
2. Assess the injury
3. Attend to the injured person and apply first aid as required
4. Ensure that disposable gloves are used with any contact with blood or bodily fluids.
5. Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per the Hygiene Policy.
6. Ensure that anyone who has come into contact with any blood or bodily fluids wash their hands thoroughly in warm soapy water.
7. Record the incident and treatment given in the Incident, Injury, Illness and Trauma book, recording the following details:

- Name and age of child
- Date, time and location of incident
- Description of injury and circumstances of how it occurred, including witnesses
- Treatment given and name and signature of first aid attendant
- Details of any medical personnel contacted
- Name and details of any parent or emergency contact notified or attempted to notify.
- Time and date of report and name and signature of a person making report
- Name and signature of nominated supervisor

8. Notify the parents either by phone after the incident if seen fit or on their arrival to collect the child.
9. The educator or nominated supervisor should obtain parental signature confirming knowledge of the accident report form.

- Where the service has to administer first aid and the incident is deemed serious as per Regulation 12, the Nominated Supervisor will ensure that the steps outlined in the service “Management of Incident, Injury and Trauma “ policy are followed and the Regulatory Authority is notified within 48 hours.

Policy first developed for Cabonne After School Hours Care Services 04/06/2013

Policy to be reviewed as per cover page.

Management of Incident, Injury and Trauma

Policy Statement

Our centre aims to ensure the safety and wellbeing of educators, children and visitors, within the centre and on excursions, through proper care and attention in the event of an incident, injury or trauma. The centre will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the parent of the child involved. Parents or emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious (see regulation 12) and all serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.

Considerations

- Education and Care Services National Regulation 12, 85, 86, 87, 88
- Education and Care Services National Amendment Regulations 2013
- Work Health and Safety Act 2011
- National Standards 2: Elements 2.1.4 “Steps are taken to control the spread of infectious diseases and to manage injuries and illness in accordance with recognized guidelines.
- Parent Information Booklet
- Staff Handbook
- Acceptance and Refusal of Authorisations Policy
- Enrolment and Orientation Policy
- Dealing with Medical Conditions and Medical Administration Policy
- Providing a Child Safe Environment Policy
- Service Policy “Management of Basic First Aid”
- ACECQA “Frequently Asked Questions: www.acecqua.gov.au
- NSW Department of Health Guidelines
- Disability Discrimination Act 1975
- NSW Anti-Discrimination Act 1977
- Staying Healthy in Childcare 5th Edition

Procedure

a) Enrolment Information

- Parents are required to provide written consent for educators to seek medical attention for their child, if required, before they start in the centre. This will be recorded in the enrolment form.
- Parents will be required to supply the contact details of their preferred doctor or dentist, health fund and Medicare number and expiry date.
- Educators will be required to supply two contact numbers in case of an emergency or accident involving themselves.

b) Incident, Injury or Trauma to a child whilst in the service

- If a child, educator or visitor has an accident while at the centre they will be attended to immediately by an educator who holds a first aid certificate.

- Anyone injured will be kept under adult supervision until they recover and an authorised person takes charge of them.

In the case of a major incident at the service requiring more than basic first aid, the first aid attendant will:

1. Assess the injury and decide whether the injured person needs to be attended by local doctor or whether an ambulance should be called and tell the educator in charge or Nominated Supervisor of their decision.
2. If the injury is serious the first priority is to get immediate medical attention. Although parents or emergency contacts should be notified straight away. If not possible, there should be no delay in organising proper medical treatment. Another educator can keep trying to contact the parents or emergency contacts in the meantime if available.
3. Attend to the injured person and apply first aid as required.
4. Educators will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the Infectious Disease policy.
5. Educators will stay with child until suitable help arrives, or further treatment taken.
6. The educators will try to make the child comfortable and reassure them that they will be ok and their parents/caregivers will be on their way.
7. If an ambulance is called and the child is taken to hospital an educator will accompany the child, if possible, and take the child's medical records with them.
8. Complete a centre accident report and a serious incident report for the regulatory authority.

The other responsible educator will:

a. Notify parents or emergency contact person immediately regarding what happened and the action being taken including clear directions of where the child is being taken (eg. Hospital). Every effort must be made not to panic the parents and to provide minimal detail regarding the extent of the injury.
b. Ensure that all blood or bodily fluids are cleaned up in a safe manner.
c. Ensure that anyone who has come into contact with any blood or fluids washes their hands in warm soapy water.
d. Try to reassure the other children and keep them calm, keeping them informed about what is happening and away from the injured child.

Accidents which result in serious injury (including death) to a child must be reported to:

- An ambulance service
- The police
- Parents/guardians or emergency contact
- Regulatory Authority

The centre will notify the parent/guardian or emergency contact that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person is deceased and therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical agency (ie. Hospital) where the child has been taken.

- This information should be provided in a calm and extremely sensitive manner.
- The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.
- All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

c) Death or Serious Injury to a child or educator out of hours

- Educators in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.
- In the event of the death occurring out of centre hours, a clear emergency procedure will be maintained for the other children at the centre.
- If a child is deceased, the Nominated Supervisor should make contact with the child's school to liaise with them regarding the school's response to the event.
- The Nominated Supervisor should also make contact with the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. The school and Network of Community Activities should be contacted to seek additional support, resources or advice.

d) Reporting of Serious Incident, Injury and Trauma

- All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's parents or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor is responsible for ensuring that in the event of a serious incident, the regulatory authority is advised, as well as the approved provider.
- It may not be until sometime after the incident that it becomes apparent that the incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

e) How to decide if an injury, trauma or illness is a "serious incident"?

- If the advice of a medical practitioner was sought or the child attended hospital in connection with the injury, trauma or illness, the incident is a "serious one" and the regulatory authority must be notified.
- An injury, trauma or illness will be regarded by the service as a "serious incident" if more than basic first aid was needed to manage the injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment.

f) Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of sick children are difficult to meet without dramatically reducing the general level of supervision b of the other children, or risking other children's health.
- Where a child takes ill at the service, all care and consideration

Policy first developed for Cabonne After School Hours Care Services 28/9/2012

Policy to be reviewed as per cover page.

Policy Development and Review

Policy Statement

Our service aims to provide effective management through the ongoing development and review of policies for the effective operation of the service. This will ensure clear and effective communication between educators and families which in turn will support the transition for children between home and the service ("My Time, Our Place" Outcome 1). Our goal is to ensure that all service policies will be written in plain English and enhance service delivery. Management will ensure that all educators and families are aware of relevant policies and have free access to the policy manual at all times.

Considerations

- National Regulation 168 "Education and care services must have policies and procedures"
- National Regulation 170 "Policies and procedures to be followed"
- National Regulation 171 "Policies and procedures to be kept available"
- National Regulation 172 "Notification of change to policies and procedures"
- National Standard 7:Element 7.3.5 "Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly"
- Current acts and legislation impacting on the areas of policy reviews

Procedure

Management will ensure the development of all required policies under the National Quality Framework (NQF).

Other policies are to be developed as deemed necessary by the Coordinator and management.

This will be based on the following criteria:

- An issue or problem arising that is not able to be addressed in a current policy
- Daily operations of the service are unclear to educators, parents or management.

All policies will reflect the current philosophy of the service which is based on the school age care framework "My Time, Our Place".

Policies will be recorded in a loose leaf policy booklet along with the services philosophy, date of endorsement and date of review. This booklet is to be kept in the specified place and made available to those who wish to see it.

Management will ensure that the Coordinator ensures any new management members, educators and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the service are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and educators will be informed of this policy on enrolment/employment and through the service information booklet.

Educators and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.

All new policies, or changes to existing policies will be reviewed in the time frame of 6 operating weeks with a minimum of 14 days' notice provided to parents of policy changes being implemented.

All other policies will be reviewed within an 18 month period and more frequently if the need arises or there are changes to legislation or recognised best practices.

The review of policies will be based on the following criteria:

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in the service?
- Does it meet the aims and objectives as outlined?
- Is it consistent with the current philosophy?
- Is it consistent with current legislation, acts and standards?

Any changes to existing policies will be circulated immediately to all involved in the service through individual notes, notice boards, personal contact or group meeting if deemed necessary. The date the changes will come effective will be noted.

All changes are to be recorded with management, with the date of endorsement and review.

As an ongoing practice, specific policies may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the service.

A set of the current policies will be available for all families to access as required.

Policy first developed for Cabonne After School Hours Care Service 6/12/12

Policy to be reviewed as per cover page.

Providing a Child Safe Environment

Policy Statement

Our service provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with the legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators and management are aware of their legal responsibility as Mandatory Reporters to take action to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 and 2.3.2.).

Considerations

- Education and Care Services National Regulations 82, 84, 85, 86, 87, 89, 103, 105, 107, 108, 109, 110, 114, 115, 155, 168, 170, 176,
- National Quality Standard Areas 2,3,4,5 and 7
- Parent Information Booklet
- Staff Handbook
- Health and Safety Policies and Procedures
- Staffing Policies and Procedures
- NSW Children and Young Persons (Care and Protection) Act 1998
- Commission for Children and Young People Act 1998
- Child Protection (Prohibited Employment) Act1998
- Ombudsman Act 1974 (with relevant Child Protection Amendments)
- NSW Department of Community Services Mandatory Reporting Guidelines
- NSW Child Protection Interagency Guidelines (2006)
- Legislation Amendment (Wood Inquiry Recommendations) Act2009 No. 13
- Keep Them Safe Information Sessions/overview participants manual 2009/2010
- My Time, Our Place

Procedures

a) Managing the Facility

- Security

- Only approved educators and management members will be given a key to access the building and equipment areas. The exception being when service runs from a shared area or community venue.
- A key register will be maintained that indicates the person's receipt of the key, date received, and date returned on completion of employment or completion of term as a member of management. If the service is situated on a school site, service will adhere to key registry requirements of the school.
- Extra keys will only be cut after agreement by the coordinator and a record made of where they are.
- All monies and important documents will be kept in a lockable place and access will only be permitted by approved staff and management members.
- Educators will ensure that the building is left in a secure manner before leaving and all windows, cupboards, safe and other relevant areas are locked. All heating and lighting is off and all doors properly secured.
- Educators will inform police and Coordinator as soon as possible if there has been a break in to the service of any kind.
- Educators will remain at the service until the police arrive or inform them of what to do.

- Buildings, Equipment and Maintenance
  - Equipment will be chosen to meet the children's developmental needs and interests. There will be sufficient access to furniture, materials and developmentally appropriate equipment suitable for the education and care for each child.
  - Service premises and all equipment and furniture will be maintained in a safe, clean condition and in good repair at all times.
  - Children will be provided with adequate, developmentally and age appropriate toilet, washing and drying facilities. These will enable safe use and convenient access by children.
  - There must be no damaged plugs, sockets, power cords or extension cords.
  - All plug sockets shall be maintained as child safe.
  - Electrical appliances shall be in good working order.
  - Electrical circuit breakers should be installed, where possible, and be maintained.
  - Provision will be made in the budget for regular maintenance and repair or replacement costs.
  - Coordinator will be aware of local licensed and insured tradespeople.
  - All contractors should have their own public liability insurance.

- The service and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft fall surfacing maintained.
- Equipment will be regularly washed and cleaned.
- Recycled craft material should be checked for potential hazards
- Educators should ensure safe handling of all tools if used as part of any activity.
- Families will be encouraged to notify educators of any safety issues they observe.
- Anything that requires maintenance is to be reported to the Nominated Supervisor as soon as possible who will in turn contact the Coordinator.
- Faulty equipment should be removed or protection placed around any dangerous building sites.
- A maintenance book will be kept that records any maintenance that needs to be addressed.
- The maintenance book will record;

  . Type of problem
  . Date that it was observed
  . Who notified the Nominated Supervisor or Coordinator and when
  . What was done to rectify the problem?
  . Date repaired
  . Tradesperson employed to repair the problem
- If the maintenance needs to be the responsibility of a school or community group, details of contact made will be recorded.
- For urgent repairs the Nominated Supervisor or Coordinator will organise a contractor to attend to the problem. The contractor will be chosen from a known local tradesperson.
- Non urgent repairs will be recorded in the maintenance book. The Nominated Supervisor or Coordinator will note this in their report and bring it to the attention of the appropriate body, who, together with staff will organise to rectify the problem.
- The Nominated Supervisor should review maintenance with Coordinator at the weekly meeting.
- The Nominated Supervisor will also give a review of works completed to Coordinator for future reference.
- It is the responsibility of management and the Coordinator, once a problem has been raised, to ensure that it is rectified in the most efficient manner and that the service is safe for educators and clientele.

- Should the service be considered unsafe or as being a health risk, then the service will be closed, after notice has been given to all relevant parties, until the problem has been rectified.
- The service will have an appropriate number of first aid kits that are suitable to the ages and needs of the children attending. The first aid kit will be well stocked and be easily recognisable and accessible at all times.

- Storage
  - A storage system should be devised that ensures easy access and uncluttered storage of all equipment
  - Storage systems will be cleaned and tidied at least twice a year or when seen as necessary
  - Play equipment and toys should be easily accessible to all children during the operating hours of the service
  - Children will show respect for the equipment and be expected to pack equipment away they have used to avoid trip hazards
  - All equipment is to be neatly packed away at the end of each sessions
  - Craft equipment will be stored in a separate area, children should ask permission before removing any craft equipment such as paints and glues etc. which has not been set up by staff
  - All craft equipment is to be properly washed and cleaned before storage
  - Where room permits, a separate storage area will be available for sporting and large outdoor equipment to prevent clutter
  - All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medications should be stored in the designated secure area which is inaccessible to children. Educators are responsible to ensure that these areas remain secure and that they do not inadvertently provide access to these items.
  - Kitchen and other refuse areas will be provided with lidded facilities that are emptied and cleaned daily
  - Educators and management will ensure that all family records are kept in a nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

- Ventilation, temperatures and natural light
  - All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability

- All heating and cooling systems and power cords will be kept in a safe area and away from children
- Educators will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable
- Should educators, children or families complain about the temperature in the service not being at a comfortable level, this matter will be drawn to the attention of the Coordinator and steps will be taken to address the problem
- Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening and protection from bugs and insects where possible.
- Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking activity
- Windows are to be opened, where possible, during operation of the service unless closed due to extreme weather conditions
- Natural light is considered to be most desirable. Provision of natural light areas will be enhanced as much as possible.
- In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided
- Adequate light will be maintained both indoors and outdoors.

- Pest Control
  - Equipment and especially food items will be properly stored so as not to attract pests and vermin
  - Refuse bins and disposal areas will be emptied and cleaned daily
  - Kitchen, food preparation areas and storage will be cleaned and maintained daily.
  - All areas will be checked daily for signs of pests or vermin
  - Should any pests or vermin be identified then action should be taken to rid the service of the problem by;

    . Initially using non chemical methods such as physical removal, maintaining a clean environment, and non-chemical products
    . Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of children
    . Other methods such as the employment of a pest control company if deemed necessary by Coordinator where the above methods have failed
  - If urgent, the Nominated Supervisor may discuss obtaining a contractor with Coordinator to address the problem

- If non urgent, the Nominated Supervisor will bring the problem to the attention of the Coordinator who will decide on the appropriate course of action
- All parents will be notified of any use of chemicals
- Any use of chemical products should be conducted outside the hours the children and educators presence in the building
- All action will be taken to remove the children, educators, families and visitors from the environment for as long as is safe and viable

b) Managing the Indoor and Outdoor Environment

- Indoor Environment

- The service indoor environment will be smoke free and no smoking notices will be prominently displayed
- The Coordinator and Nominated Supervisor will only enrol the number of children in the service, which can comfortably fit into the building space and in accordance with National Regulations
- Where children are indoors for long periods due to weather conditions, special activities will be planned in other areas sought to disperse the group such as school halls and verandas, if possible
- Separate areas in the indoor environment will be provided for;
  . Signing children in/out of the service
  . Collection of fees, answering phones, maintaining daily records
  . Educators and parents to talk in confidence
  . Children to store their bags and belongings
  . Storage of equipment, food, dangerous materials and family records
  . Preparation of food and drinks
  . Kitchen and other refuse
  . Cleaning of equipment
  . Male and female toilet, hand basins and hand drying facilities
  . Creative and other activities
  . Large and small group activities
  . Display of children's activities and work
  . Quiet space for children to retreat to, do homework or lie down if unwell.
  - The indoor area is to be set up to allow children to participate in a variety of activities with easy access to equipment. Drawing paper and other materials will be made available to children at all times.
  - Easy access to areas should be maintained by making clear easily definable passageways and walkways through the building
  - Staff will ensure that the children properly store their bags and that bags and other items are not thrown into walkways or play areas

- All items obstructing areas are to be removed and placed in the correct storage areas
- Areas must be set up to ensure that proper supervision can be maintained at all times
- Access to the outdoor environment should be clear and easily accessible by the children and staff

- Outdoor Environment
  - The outdoor environment provides each child with at least 7 square metres of unencumbered space in compliance with National Regulation 108.
  - The outdoor environment will be smoke free and where possible, no smoking notices will be prominently displayed
  - The outdoor space will be inspected daily for any obstacles or dangerous items and the hazard check will be recorded
  - Any hazardous items will be disposed of in a safe and careful manner prior to the children playing in that area
  - The outdoor space will be set up in a variety of ways to encourage participation
  - Areas will be made available where children can play in large or small groups or by themselves
  - Supervision should be properly maintained. Children are only to play in areas that are clearly visible to educators and where child/educator ratios are maintained
  - Clear boundaries shall be set and enforced
  - When it is necessary to go outside the boundaries or line of supervision, an educator must accompany children
  - Adequate shade via tress and coverings will be maintained.
  - As far as possible, activities will be set up in shaded areas
  - Use of other outdoor venues will be considered where access to that area is safe, adequate supervision can be maintained, the area is considered of value to the children's physical development and personal comfort and where adequate child/educator ratios can be maintained.

c) Child Protective Practices

- Mandatory Reporting
  - A mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.
  - In OSHC services, mandatory reporters are;

    . Educators that deliver services to children
    . Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
  - Educators are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection)Act 1998
  - Section 23 (1);

. a-b) Child is at significant risk of harm – neglect
. a) Basic physical or psychological needs not being met or are at risk of not being met
. b) Parents/carers unwilling or unable to provide necessary medical care
. b1) Parents/carers unwilling or unable to arrange for the child or young person to receive an education
. c) Child is at significant risk of harm – physical/sexual abuse
. d) Child is at significant risk of harm – Domestic violence
. e) Child is at significant risk of harm – Serious Psychological harm
. Child is at significant risk of harm – prenatal report

- Educators will undergo training in relation to child protection and reporting as part of the training budget

- Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures

- Any educator who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with the Coordinator, Nominated Supervisor and or the Responsible Person in charge of daily operation as they may have information the educator is not aware of. The incident/s that lead the educator to form the belief should be recorded concisely, include as much detail as possible and be kept in a secure place to ensure confidentiality.

- The Coordinator or Nominated Supervisor/Responsible Person will then assist staff in completing the online Mandatory Reporters Guide (MRG) to determine whether the report meets the threshold for significant risk of harm (see point below for further information regarding MRG)

- If directed by the MRG to report to Community Services, concerns should be reported to the Child Protection Helpline:

. - Mandatory Reporters phone 133627
. - Non mandatory Reporters phone 132111

- When reporting to the Child Protection Helpline, it is important to have as much information as possible available regarding the child/children involved and any specific incident details. This might include child's information, family information, reporter details and outcomes of MRG.

- If the Nominated Supervisor has been advised to but has not reported to Community Services you are legally responsible to do so.

- Once a report is made to the Child Protection Helpline no further report needs to be made unless new information comes to hand.

- Mandatory Reporting Guide (MRG)

  - The MRG has been developed to help frontline mandatory reporters, including OSHC educators, determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide the reporter on what action should be taken. The MRG us an interactive tool and is available online at www.keepthemsafe.nsw.gov.au.

  - If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.

- If new information presents concerning the child or young person, run the MRG tool again.

- Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'document and continue relationship'. This requires the service to continue to support, provide services and coordinate assistance and referral for the child and their family.

- The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

- Information Exchange

  - In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government Agencies or non-government organisations and services.

  - The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange

  - Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people.

  - Under chapter 16A NSW Children and Young Persons (Care and Protection) Act 1998, educators will exchange information that relates to a child or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services and whether or not the child or young person consents to the information exchange

  - The information requested or provided must relate to the safety, welfare or wellbeing of the child. Information includes:

    . - A child or young person's history or circumstances
    . - A parent or other family member, significant or relevant relationship
    . - The agency's work, now and in the past
  - Where information is provided in good faith and according to legal provisions, under section 29 and section 145G NSW Children and Young Persons (Care and Protection) Act 1998, reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

- Where a complaint is made about an educator or someone in the service:

  - Should an incident occur that involves child being put at risk of harm from an educator, volunteer, trainee or person visiting the service, this is regarded as 'reportable conduct' and necessitates such conduct being reported to the NSW Ombudsman within 30 days

  - Where the allegation is made to an educator or member of management the facts as stated will be recorded in writing, using an incident report that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.

  - If the Nominated Supervisor or Responsible Person in charge is suspected then the Coordinator or Management should be informed.

- The relevant forms together with information and assistance are available online at www.ombo.nsw.gov.au
- The person making the report should follow the advice of the Ombudsman's Departmental officers. The Coordinator or Management will also follow this advice.
- The matter will be treated with strict confidentiality
- For the protection of both the children and the educator involved, the educator should be encouraged to take leave or be removed from duties involving direct care and contact with children, until the situation is resolved
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

- Recruitment of staff
  - All educators employed by the service including management, casual educators, volunteers and students will be subject to a Working with Children Check carried out by NSW Commission for Children and Young People. Written approval from the prospective employee will be sought prior to this check being carried out.
  - When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self Employed People This certificate ensures verification that the person employed is not banned by law from working with children. Application form and instructions are available at www.kids.nsw.gov.au.

Policy first developed for Cabonne After School Hours Care Services 5/6/2013

Policy to be reviewed as per cover page.

Removal and Assumption of care of a Child from the Service by Community Services

Policy Statement

The purpose of this procedure is to provide guidance for children's services when responding to a Community Service request for removing a child or young person at immediate risk of significant harm, with or without a search warrant or Children's Court order.

Overview

Community Services (an agency within the NSW Department of Human Services) and NSW Police have the legal authority to remove children from their parents or usual carer's responsibility where;

- There are reasonable grounds to believe that the child or young person is at significant risk of harm AND
- The risk is immediate, and less intrusive actions insufficiently reduce the risk of harm.

Community Services also has the authority to assume the care of a child while they are in attendance at a children's service (that is, where it is not in the best interests of the child to be removed from the premises where they are currently living/located), if the child is assessed as being in need of care and protection on returning to the care of parents or carers.

Section 34 of the Children and Young Persons (Care and Protection) Act 1998 (The Act) authorises Community Services to take whatever action is necessary to safeguard or promote the safety, welfare and wellbeing of a child or young person who is in need of care and protection.

Community Services must ensure that the child's parents/carers are kept informed of the whereabouts of the child;

- By disclosing the whereabouts of the child where the disclosure would not prejudice the child's safety, welfare and wellbeing or interests, or
- By not disclosing high level identification information (including name and address of the carer; information that may identify the placement ;or contact information) where the disclosure would prejudice the child's safety, welfare, wellbeing or interests

Section 234 (1) of the Act requires the person conducting the removal to provide the following information to the child (where over ten years old);

- The person's name and authority to conduct removal
- The reasons why the child or young person is being removed
- That the law authorises the person to conduct the removal
- What is likely to happen to the child or young person after they have been removed?

This information may be provided verbally at the time, however must be provided in writing as soon as practicable in a language and manner the child or young person can understand.

The child (10+ years) must be informed that they may contact any person and be assisted to contact that person.

Community Services is responsible for arranging a placement for the child, where required.

Community Services will not ordinarily return the child(ren) to their parents or carers until it assesses that it is safe to do so or the Children's Court orders it.

Procedure

If Community Services representatives arrive at the service to remove or assume the care responsibility of a child, please ensure this procedure is followed;

- Community Services will contact the service to seek approval from the Coordinator/Nominated Supervisor or the most senior staff member on duty to collect the child, and advise about the need to remove or assume the child from the service, including the names of the representatives and the proposed arrival time (Community Services may be assisted by Police).
- In preparation for the attendance of Community Services, service staff should sit with the child in a comfortable area if it is available, to reduce stress to other children. Ensure that the other children at the service will still be adequately supervised.
- Do not contact the child's parent/s to advise them about the impending removal of the child.
- Contact Coordinator or Management immediately to advise that your service will have a child removed from care by Community Services representatives and the approximate time.
- If there has not been a prior call from Community Services or the representatives do not advise their names upon arrival the Coordinator/Nominated Supervisor should;
    - Confirm identification of the representatives (formal ID)
    - Record the names and contact details of the representatives and the names of any Police in attendance
    - Request that they sign the visitor in/out book
- If there is any doubt about the identity of the Community Services representatives the Coordinator/Nominated Supervisor should contact the relevant Community Services Centre for verification or, if the removal is taking place outside office hours, contact the Child Protection Helpline on 133627 (the mandatory reporting number).
- Where there is a Children's Court Order or search warrant, Community Services representatives will serve an Order on the person at the service who appears to have the care and protection of the child and provide them with an information booklet about the removal (a child or young person may be removed with or without a search warrant or Children's Court Order depending on circumstances).

- Ensure a representative signs the child out and that parents have been informed. An official must remain at the service until it is confirmed that the parent has been informed of the child's removal from the service.

Staff Safety

If the parent or carer contacts and/or arrives at the service for information they should be directed to contact Community Services Centre, or to call the Child Protection Helpline on 132111. Where possible a Community Services caseworker should remain at the service to inform the parent.

Complaints

Service staff or parents can also contact the Community Services Complaints Unit on 1800 000 164 if they have a complaint in relation to the removal.

Policy first developed for Cabonne After School Hours Care Services 17/4/2013

Policy to be reviewed as per cover page.

Social Media

Policy Statement

Our service is committed to ensuring that technology is integrated into children's play, leisure experiences, projects and practices to the best of our abilities. We support the appropriate use of technologies by children and educators and recognize that children in our care will experience and engage with many forms of electronic media both in and out of the service. Our aim is to encourage all children to use and access information and communication technologies to express ideas, access images and information and explore diverse perspectives, engaging these tools for designing, drawing, editing and composing (My Time, Our Place Outcome 5). We believe that any use of social media must not place at risk the safety, health or wellbeing of children, educators, families or visitors at the service (My Time, Our Place Outcome 1).

Social Media may include (although is not limited to);

- Social networking sites eg: Facebook, My Space, Instagram, LinkedIn, Bebo, Yammer etc.
- Video and photo sharing websites eg: Flickr, YouTube
- Blogs incorporating corporate blogs and personal blogs
- Blogs hosted by media outlets
- Micro blogging eg: twitter
- Wikis and online collaborations eg: Wikipedia
- Forums, discussion boards and groups eg" Google groups and Whirlpool
- Vod and podcasting
- Online multiplayer gaming platforms eg World of War Craft, Second Life
- Instant messaging including SMS
- Geo spatial tagging eg: foursquare

Considerations

- Education and Care Services National Regulation 73
- National Quality Standard 1.1, 2.3, 4.2, 5.1, 6.2 and 7.3
- Providing a Child Safe Environment Policy
- Staffing Policy
- Confidentiality Policy
- My Time, Our Place

Procedure

a) Unacceptable use of social media

Unacceptable social media behaviour refers to anything on social media that;

- Has the potential to bring the service or school age sector into disrepute
- Discloses or discusses the service's confidential information
- Could be viewed as derogatory towards, or disparaging of staff, families, management, visitors, children or support agencies.

b) Educators will;

- Consider the content and message of movies, television programs, electronic games and other devices and discuss these with children when deciding what is acceptable for them to engage with
- Not access a social networking site during work hours at the service via a mobile phone or any other device
- Not use a personal camera or mobile phone to take photographs or video at the service or during excursions unless discussed with coordinator previously
- Not post information about the service, staff, management, families, visitors or any matters relating to the service on a social networking site without prior consent of management
- Not post photographs or video taken at the service or on an excursion on a social networking site
- Ensure that pirated DVD's or electronic games must not be used as this is an illegal activity
- Ensure that only G and PG ratings are used in the service or on excursions
- Not be responsible for children's lost games or other equipment

c) Families and Visitors

- May not use a personal camera or mobile phone to take photographs at the service or during excursions unless they are only taking images of their own child
- Must not post information about the service, staff, management, families or any other matters relating to the service on a social networking site
- Ensure that any DVD's or games brought to the service by their children are rated G or PG only
- Must not use social media to harass or bully others

d) Children

- May not access a social networking site
- May only use electronic media at the times specified by staff. DS games etc. must be G or PG rated only
- Must leave mobile phones in school bags unless specific permission to use the mobile phone has been granted by the educators
- Children must take responsibility for any electronic devices they bring from home
- Must not use social media to harass or bully others

e) Compliance

- Any breaches of this policy will result in an enquiry, which may lead to termination of employment in the case of educators or termination of child's placement at the service in case of breaches by families and children
- Serious breaches may also result in legal action being taken by the service

Policy first developed for Cabonne After School Hours Care Services 18/06/2013

Policy to be reviewed as per cover page.

Staffing

Policy Statement

Our service believes that Educators are the most valuable asset to the quality of care provided and that employing and keeping high quality Educators is imperative. We aim to employ the best possible Educators and ensure they are fit and proper for employment in children's services. A flexible, harmonious working environment is maintained, which ensures the rights of employees are met at all times with Educators employed under the appropriate awards and conditions. An orientation process is conducted for all employees to ensure they are aware of the values and practices of the services. Educators receive clear guidelines regarding expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. Grievances are addressed quickly and effectively with the highest standards of confidentiality practiced at all times. All Educators, volunteers, students and visitors will be informed of their expectations and requirements related to safety and the proper care of children. All practices will be in accordance with the OSHC Code of Professional Standards. We will encourage positive and open communication between all parties involved. (National Quality Standards 4.2, 7.1, 7.2, 7.3).

Considerations

- Education and Care Services National Regulations: Reg46, 54, 82, 83, 84, 118, 136, 146, 147, 148, 149, 150, 151, 168, 170, 173, 176, 181
- National Quality Standard: Standard 2.3, Standard 3.1, QA4, QA5, Standard 6.1, QA 7
- Staff Handbook
- Providing a child Safe Environment Policy
- Interactions with Children Policy
- Governance and Management Policy
- Confidentiality Policy
- OSHC Code of Professional Standards
- Child Protection Legislation
- Workplace Health and Safety Legislation
- My Time, Our Place
- Local Government Award

Procedures

(A) Staff selection

Qualifications:

Coordinator

- Desirable, minimum 3 years' experience in a relevant field and demonstrated ability to work with children and staff.

- Holds a current first aid certificate or willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Awareness of child protection responsibilities.
- Has an interest and desire to work with children.
- Has an ability to communicate with adults, children and management.
- An ability to supervise and support Educators.
- The Coordinator will be a minimum of 21 years of age.

Assistant Coordinator

- Relevant training as above and/or relevant experience to successfully fulfil the position.
- Holds a current first aid certificate or are willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children
- Awareness of child protection responsibilities.
- Has an interest and desire to work with children.
- Has an ability to communicate with adults and children.
- The assistant shall be a minimum of 18 years of age.

Recruitment: Selection panel

- When a position becomes available, management will appoint a panel to conduct the selection process.
- Three people will be on the panel, two members of management and the Coordinator. A convenor of the panel will be nominated.
- Where the position is for the outgoing Coordinator, a staff representative may be placed on the panel.

The panel will:

- Approve the job description and select criteria for the position.
- Determine the method and placement of advertising and place the advertisement including notification of the Working with Children Check (WWCC) in conjunction with Manager, Human Resources Cabonne Council.
- Ask applicants to consent to screening.

- Short list the applicants.
- Arrange interview questions, date and time.
- Contact the applicants for the interview.
- Conduct the interviews.
- Arrange for the WWCC to be conducted on the preferred applicant.
- Ensure that approval for selected Educator has been approved under WWCC.
- Make a decision on a suitable applicant, which is put before management for final approval.
- Offer the position to the successful applicant and contact the unsuccessful applicants after the position has been accepted.
- Set date for the commencement of employment and orientation of the new person.
- Prepare letter of employment and contract.

Recruitment: Advertisement

Advertisements shall be placed at least in the local papers. Advertisements are to include:

- Job title
- Specific employment information including hours of work and award rate
- Include that a WWCC is required
- Advice to applicants to include their contact telephone numbers, a resume, a minimum of two referees with at least one work reference and full contact details
- Closing date and postal address for applications
- Contact name and number where applicant can obtain more information

Recruitment: Interview

- The selection panel will draw up suitable interview questions which relate to all aspects of the position and ensure equal opportunity guidelines are followed. The panel will decide who will ask each question
- The panel shall draw up a list of essential requirements for each answer
- No longer than 5 days after the closing date, the panel will meet to discuss the applications, develop a short list and decide on the interview date and times.
- An appropriate time frame (Approximately 30 minutes) will be allocated to each interview with a short break in between for discussion
- A nominated person on the selection panel will contact applicants to determine the time and date of interview

- Each applicant will be given a copy of the job description and relevant child protection forms before the interview
- Each applicant will be asked the same questions with their answers recorded
- The panel can use a rating scale to evaluate each applicants answers
- Management will discuss each applicant and their suitability for the position based on their answers, qualifications and experiences, comments from referees and selection criteria drawn up by the panel
- Should management have difficulty in deciding between two applicants, a second interview for these applicants may be conducted with new questions
- Management will then make a decision on the applicant for the job according to the selection criteria. The preferred applicant's referees will be contacted to confirm applicant's suitability and checked with the approved screening agency before offering the applicant the position in a "child related" field.
- Should the applicant decline the position, management will either make a second choice from the other applicants or if none are seen as suitable, re advertise the position.

Recruitment: Notification

- Applicants will be given an approximate time that they will be contacted regarding their success for the position
- A person on the selection panel will notify the successful applicant and negotiate a starting date. Preferably offers of employment will not be made until the screening check has been completed. If this is not reasonably practical, the employment is to be offered subject to the check being completed. Applicants are to be notified of this condition.
- A letter of confirmation will be sent to successful applicant requesting acceptance in writing
- After the appointment has been made and accepted, the other applicants will be notified that the position has been filled.

Recruitment: Equal Employment Opportunities

- All Educators positions will be advertised according to Equal Opportunity Legislation
- No one will be discriminated against on the basis of their cultural background, religion, sex, disability, marital status or income
- All applicants and referees will be asked the same questions
- All applicants will be selected according to equal opportunity guidelines
- Selection will be based only on suitability for the position based on the selection criteria which have been drawn up by the panel. The criteria will cover issues such as

qualifications and experience, appropriate knowledge to meet children's needs, good communication skills, and demonstration in being a fit and proper person for the job, including Working with Children Check and appropriate answers to interview questions.

(B) Conditions of Employment:

- All relevant conditions set down by the award we employ under, will apply to all employees
- This includes sick leave, annual leave, rostered days off, overtime, jury duty, study leave, carers leave etc., if appropriate to employment conditions
- Management will ensure that they are aware of the appropriate conditions and keep up to date in relation to any changes in the Award
- Educators are encouraged to remain up to date with their appropriate conditions and inform management of any changes
- Educator's appraisals will take place after a period of one month in the position.
- Appraisals will then be conducted on an annual basis
- All educators will maintain professional behaviour at all times
- All grievances are to follow the appropriate procedures as outlined in the grievance and discipline and dismissal policies.
- Educators will be paid fortnightly in the form as advised by management
- Annual leave will be taken as negotiated by management
- Management, based on each individual's request, will determine applications for leave without pay
- Each Educator will supply and record their full name, address, date of birth, evidence of any qualifications they hold including first aid and the identifying number of the employees Working with Children Check

(C) Staff Orientation

A member of management, the Coordinator or the Nominated Supervisor will conduct the orientation process as soon as possible after the applicant has accepted the position. The orientation process will include:

- Introductions to existing Educators and management
- Guided tour of the service
- Being shown where all relevant records are kept
- Discussion about working arrangement and expectations, including professional Code of Conduct and duty of care
- Information about the review and appraisal system

- Opportunity to ask any questions regarding the service or expectations
- The new Educator will be provided with the following information

- Service operation and hours
- The service Philosophy and policies
- Parent Information Booklet
- Centres code of Conduct
- Job description
- Emergency Procedure duties
- List of current Educators, management and their positions
- Terms and conditions of employment
- Superannuation information and forms
- Taxation forms
- Probation period, if applicable, and review and appraisal procedure
- Appropriate lines of communication with educators and management

- After the period of one week, management or Coordinator will communicate with the new employee to address any further issues they may have once they have been in the service

(D) Staff professionalism

- The OSHC Code of Professional Standards, duty of care and expectations will be discussed in the initial orientation process of all new educators
- Educators will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of children
- Professional behaviour in all areas will be reviewed as part of the ongoing employment of all Educators
- Management, in conjunction with Coordinator, will immediately address any breach in the professional expectations outlined.

  If the concern involves then Coordinator, two representatives from management will conduct the discussion
- All discussions will be recorded and standard of behaviour and expectations clearly explained
- Any further problems will be addressed as per the discipline procedure.
- Educators will be made aware of the services philosophy and policies and will be expected to follow these. Should educators have any concerns with the policies, they are to raise this with the Coordinator or management

- Educators will be expected to know, understand and perform their duties as per their job description
- Educators will be expected to maintain and improve their skills through participation in training and development opportunities. Management will ensure that finances are made available in the budget
- Educators will be expected to start duties on time
- Educators will be expected to dress appropriately for their duties
- Educators must not attend work under the influence of drugs or alcohol
- Educators should not attend work when they are unfit to do so due to injury or sickness and must inform the Coordinator as soon as possible
- Educators will use only suitable language that is not offensive to other Educators, families and children
- Educators will be expected to follow all confidentiality issues
- The service is a smoke free zone. Educators may not smoke in or around the building or in sight of the children
- Educators will be expected to know and follow the Child Protection policies
- The quality of the service and positive working environment are dependent on good educator and parent relationships. Educators will follow proper communication procedures as outlined in the appropriate policies and procedures.
- The maintenance of good teamwork will be an expectation outlined in all job descriptions
- Any conflicts that arise must be addressed as outlined in the grievance procedure.

(E) In Service Training and Development

- Management will ensure sufficient funds are made available in the budget for training and development
- The Coordinator will inform management of any specific training and development needs of the Educators
- Appraisals and the service's requirements will be used to ascertain further training needs
- The Coordinator, in conjunction with management, will access training available and determine what will be attended and by whom
- Where possible, a yearly plan of training will be made, including dates, Educators attending and costs

- All Educators will be given the opportunity to be involved in some form of training throughout the year
- Educators are encouraged to share relevant skills and knowledge they obtained from any training with other Educators in an appropriate manner.
- All Educators will be considered to be at work for the duration of any training activity they attend for the service.
- The service will cover the costs of all authorised training. The individual however, will cover tertiary study costs.

(F) Review and Appraisal

- All Educators will be informed of the appraisal system on acceptance of the position, and given details in the orientation process
- An initial review will be undertaken after a period of one month in the position.
- Appraisals will then be conducted on an annual basis
- Educators, management and the Coordinator will agree on the formal of the appraisal system which may be updated to more suitable systems after review, discussion and endorsement by management, coordinator and Educators
- All Educators will be given two weeks' notice of an upcoming appraisal and a convenient time arranged for both parties
- The appraisal system shall clearly state the expectations for each position and identify clear performance measures
- The appraisal system shall ensure two way communication is maintained and is used as a positive avenue for improving staff performance
- The appraisal system can be used as a tool to identify future training needs of the Educators
- At the completion of the appraisal an action plan will be developed identifying areas of training, and action to be taken and goals to be set for each Educator. This will be agreed upon and signed by both parties.
- Where it is identified that the Educator is not meeting the required performance measures then the following will be undertaken:
    - Action plan developed to identify areas for improvement. This will include a time frame for further review.
    - Training areas identified and put into place as soon as possible
    - Support and guidance given to the Educator to help them through the process and assist them in achieving the required standards.

- The support can be given through the Coordinator or management
- A record made of the above, dated and signed by both parties
- Should no improvement be made by next review then further action will be taken

- If the Educator is still dissatisfied then they should put their concern in writing asking for the decision to be reviewed or that they wish to pursue the issue further through other avenues. These could include the union or mediation.

(G) Grievance Procedures

General Grievance Procedure:

- On commencement, all Educators, management and Coordinator will be given the guidelines for grievance procedures
- All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the service in a professional manner
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate
- Any problem, complaint or concern arising between Educators or between management should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue
- Meetings of Educators, Coordinator and/or management provide regular opportunities to raise and discuss general issues or concerns about the service. All discussion will be conducted in a confidential manner and involve only relevant persons. Only when parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate
- Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, the Coordinator or management may decide to investigate those other issues.

Formal Grievance procedure:

- Informal procedure, then a more formal approach should be taken.
- Grievance between educators Where the resolution of a grievance has not been satisfactorily achieved through the:

  As appropriate, the Coordinator should now be briefed about the grievance and its current status
  The investigation will involve:
  - Interviews with both parties and/or witnesses
  - Assessment of relevant documentation eg. Job descriptions, policies etc.

- Preparation of a clear description of the issue
- Arranging a formal meeting between parties

- A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial having no input to the content of the meeting, and will prepare a written record of the outcome/s of the meeting.
- Where the service cannot identify a suitably impartial person, management will agree to invite a qualified mediator to assist. The meeting will:
  - Identify the issue/s of concern and persons who are involved
  - Arrange all parties to be involved and to put forward their views
  - Identify alternative solutions
  - Attempt to reach a mutually satisfactory resolution of the issue/s
- At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting.
- A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with Educators files.
- The neutral party will inform management of the meetings outcome/s
- Management will ensure that outcomes are included in job descriptions or policies as appropriate
- If one party remains dissatisfied with the meetings outcome/s then this should be put in writing to management asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues
- Where the issue of grievance is between management and Educators and concerns standard of work performance or work practice, then the discipline procedure will be followed.

(H) Disciplinary Action:

- It is important that the Educators are fully aware of their expectations as an employee in the service and that clear guidelines are given regarding educators duties, code of conduct and professionalism.
- Management will ensure that all Educators are given clear job descriptions and orientation into the position with opportunity to clarify any issues
- Educators are responsible to address any concerns and clarify any issues in their job description or expectations that they are unsure of

- Educators are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work
- Educators will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description
- Educators have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.
- The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however staff should be aware of the whole process.
- Should Educators fall below clearly identified standards then the Coordinator or management will

:

Step 1: Verbal warning

- Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description
- Indicate what should happen to improve the situation and how the Educators can improve their performance
- Identify any support needed to assist the Educator to make the changes and take steps to implement these
- Indicate how the improvements will be measured and when a review will take place (1-4 weeks depending on the circumstances)
- Give an opportunity for the Educator to respond to the concerns and seek union representation if required

If this resolves the issue then there is no need to go any further.

Step 2: Written notice

- Where the problem continues to occur the Educator will be given written notice of the complaints against them.
- A formal documented interview with management will take place. The Educator should attend and has the right to reply and discuss any complaints against them, or to be represented by a union member or other representative of their choice.
- The Educator will be given at least 48 hours' notice of a meeting.
- Minutes will be taken of the meeting and a copy put on the Educators file and given to the Educator. The Educator may attach a written reply to the minutes.
- The aim of the meeting is to negotiate how the situation may be improved.

- The Educator will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these, and told the method and date of review of their performance.
- The Educator will be granted a probationary period
- The Educator will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue then there is no need to go any further.

Step 3: Final written warning

- If the problem still persists another meeting of management should be called and the Educator given notice to attend
- The matter should be discussed as per the first meeting and further action considered
- At this stage the Educator will be given a "final written warning"
- Again the Educator has the right to reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting.

If this resolves the issue then there is no need to go any further.

Step 4: Termination of employment

- If the problem still continues after 3 warnings, another special meeting of management will be called and a decision made as to the employment of the Educator.
- If management believes that the Educator's performance is unlikely to improve then the Educator will be dismissed.
- A written notice will be given indicating date of dismissal (1week from notice) and reasons for dismissal
- The Educator may be paid out in lieu of such notice, if appropriate.

Procedure for dealing with serious unacceptable behaviour

Where an Educator in the workplace:

- Intentionally endangers life
- Is found stealing
- Reports to work under the influence of drugs or alcohol
- Inflicts or threatens physical or sexual abuse or harassment

- The Coordinator or management will suspend the employee without loss of pay pending an investigation

- The investigation is to be completed within 72 hours and an interview date determined
- If the employee is a union member the union representative will be informed.
- The interview is to be attended by the Coordinator, a nominated representative of management, the person reporting the unacceptable behaviour and the union representative if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.
- When immediate termination is required, a dismissal notice is prepared at the interview. When continued employment is recommended a warning letter will be issued.
- All the relevant records will be recorded on the employee's file
- If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.

(l) Relief Educators:

- The service will employ relief Educators on a casual basis to fill short term vacancies or absences
- The Coordinator will keep a register of relief educators, which will be maintained and updated regularly
- A file recording experience, qualifications, Prohibited Employment Declaration and completed Working With Children Checks will be kept with register
- Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief educator list.
- Unless in an emergency, all relief educators will need to have been through an interview with the Coordinator, have referees and references checked, and are deemed a fit and proper person to care for the children.
- When necessary to employ relief educators prior to the checking process being completed, work requirements will be modified to include additional supervision or limiting their direct access to children
- Job descriptions will be drawn up for all relief Educators
- Relief Educators will be asked to fill out a casual work agreement before commencement of duties
- The Coordinator or Nominated Supervisor will, where possible, provide a modified induction to the service which will include a tour of the service, introduction to Educators, a copy of staff handbook, job description for relief educators, code of conduct and copies of relevant policies. The Coordinator or Nominated Supervisor will ensure that they are fully aware of their duties and the services expectations prior to commencement.

- Relief Educators must adhere to all areas of confidentiality
- Anyone who will be collecting children from school will be given clear instructions as to the meeting place, list of children to be collected, special service identification (so the children know they may go with that person) and a copy of the procedure for missing or absent children)
- All relief Educators will be paid the appropriate wage and minimum hours as outlined for casual educators under our appropriate award.

(J) Volunteers, Students and Visitors

Volunteers:

- All volunteers must be interviewed by the Coordinator before they will be able to work in the service. All volunteers will be required to comply with the WWCC guidelines.
- A job description will be drawn up for volunteers, clearly outlining their duties and expectations of the service
- The Coordinator or Nominated Supervisor will provide a modified induction to the service, which will include a tour of the service, introduction to Educators, job description for volunteers and code of conduct. The Coordinator or Nominated Supervisor will ensure that they are fully aware of their duties and the services expectations
- All volunteers will be required to sign on and off
- Volunteers will be given a copy of relevant policies such as behaviour management
- Volunteers are not to discuss children's development or other issues with parents
- Volunteers must adhere to all areas of confidentiality
- Volunteers should never be left alone with or in charge of any children
- Volunteers will not be used to do tasks that the employed educators normally do
- Volunteers will be supplementary when calculating basic educator to child ratios, except on excursions
- Volunteers will be invited to take part in social activities of the service

Students:

- Placements may be offered to high school students who wish to gain work experience as part of a school program
- The participating school must initiate the work experience, identify the students suitability and work with the Coordinator in relation to times and expectations
- The school must provide written authorisation for the students and a copy of their insurance. This will be kept on file.

- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation or community services. The training organisation must initiate the placement, identify the students suitability and work with the Coordinator in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- All placements will be negotiated through the Coordinator and placement be only accepted on the discretion of the Coordinator based on issues such as staff ability to supervise and be available to help the students
- After the Coordinator sees the placement as worthy they will seek approval for the placement from management
- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the service
- Students should be made aware of relevant policies such as behaviour management
- Students are not to discuss a child's development or other issues with the parents
- Students should adhere to all policies concerning confidentiality
- Students should never be left alone with or in charge of any children
- Students will not be used to do tasks that the employed staff normally do

Visitors:

- Visitors may be invited to the service to stimulate the children's program
- Visitors could include local people or parents with a skill or ability to share with the children and Educators or local community resources such as police, fire brigade etc.
- All other visitors must make an appointment to speak to the Coordinator at a convenient time
- Professional access to the service will be at the discretion of the Coordinator or management or when required by law to do so
- Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers
- Any unwelcome visitor will be calmly asked to leave the service. If they refuse, the Coordinator or Nominated Supervisor or educator directed by either will call the police for removal
- No Educator is to try and physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible.

(K) Educator: Child Ratios:

- The educator: child ratios as outlined in the National Standards will be met at all times
  - There will be a maximum of 15 children to 1 educator
  - There will be a maximum of 8 children to 1 educator for excursions
  - There will be a maximum of 5 children to 1 educator for swimming
- There will be a minimum of two educators present at all times when possible allowing for approval to operate as a solitary staff service
- When educators are sick or unable to attend work, appropriate relief educators will be employed to meet the standards, where possible
- For an emergency or if an Educator becomes sick, a replacement should be obtained, where possible, before the Educator leaves the service.
- If a relief Educator is unable to be obtained, suitable volunteers may be employed on a casual basis to cover numbers
- Volunteers will only be counted on excursions to make up higher number of educators required or when temporarily employed
- Students will not be counted as part of the educator: child ratio at any time.

(L) Communication:

Educators/Management will:

- Educators and management are to treat each other with respect, courtesy and understanding
- Appropriate language is to be maintained at all times
- The Coordinator is the main line of communication between the Educators and management
- Educators can raise any issues with management through the Coordinator. The Coordinator will ensure that this is drawn to management's attention through her regular reports
- Where necessary, Educators will be invited to meetings with management to discuss their concerns
- Where the matter is seen as urgent, the Coordinator may raise the issue with management immediately to discuss if there is a need for immediate action to be taken at that time
- If Educators have an issue they do not wish to address with the Coordinator they may personally write to management. A copy of this letter must be given to the Coordinator.

- The issue should be raised at the next meeting with management. The Educator involved will be asked to attend the meeting to personally discuss the issue.
- Where there is a distinct conflict between Educator and management, the Educator or management member can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

Educators/Families:

- Educators will create a comfortable and supportive environment for families and strive for open communication and good relations
- Educators and families will treat each other with respect, courtesy and understanding
- Appropriate language is to be maintained at all times
- Educators will not be judgemental towards families and will respect their need to use childcare.
- Educators will accept family's individual differences in raising their children and in all cultural issues
- Educators will ensure families are greeted and farewelled in all sessions
- Educators will maintain regular, open communication with families
- Educators should inform families personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.
- Educators will regularly talk to families about the child's interests or activities and respond to suggestions from the families.
- Educators will regularly talk to families about the child's cultural needs and celebrations and respond to these.
- When family members contact the service to see how a child is settling in, Educators will provide them with information regarding the child's participation and wellbeing
- Conversations will be maintained at a positive level.
- Communication with families will be maintained in a variety of ways such as:
  - Greeting and farewelling
  - Personal conversations
  - Notice boards
  - Parent Information Booklets

- Newsletters
- Information from management

- Educators will ensure that families are fully aware of all lines of communication, and ensure these are followed
- Educators will be aware of their limitations in relation to family's problems and ensure they are referred to the appropriate people when required
- Families and Educators are requested to maintain confidentiality at all times

Educators/Children:

- Educators and children are to treat each other with respect, courtesy and understanding
- Educators will respect children's opinions and encourage their participation in planning of the program and in establishing a code of behaviour for the service
- Appropriate language is to be used at all times
- Educators will use appropriate voice tone and level when talking to children. Shouting will be avoided
- Educators will be supportive and encouraging and communicate to children in a friendly positive and courteous manner
- Educators will greet and farewell children each session
- Educators will initiate conversations with all children and develop an understanding of the child and their interests
- Educators will give praise and positive feedback to the children as often as possible
- Educators will form friendly and warm relationships with the children in their care
- When communicating with children, Educators will ensure that they are understood and communicate at the child's level
- Children will never be singled out or made to feel inadequate at any time
- Educators will not threaten or verbally abuse children in any way.

Educator/Educator:

- Educators are to treat each other with respect, courtesy and empathy
- Appropriate language is to be used between Educators at all times
- Educators are expected to work together as a team and be supportive of each other in the work place

- Staff/Coordinator meetings are appropriate times to raise matters of interest or concern to other Educators. The Coordinator will arrange for Educators contributions to be shared
- Educators are expected to read Coordinators/staff notes and to take notice of changes to service policy and procedures
- Educators are to read the daily communication book/ notes on sign in register prior to the commencement of each roster
- Educators will familiarise themselves with the contents of all notices around the service.
- An Educator with concerns about the work practices or standards of another Educator will firstly approach that person to discuss the matter. If the matter remains unresolved, then the grievance procedure will be followed.
- Educators should not unnecessarily involve families or other Educators in their matters of grievance or complaint.

(M) Staffing arrangements

- The service's Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the service
- In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. This person will not adopt the Nominated Supervisors responsibilities during this time. The service will display the details of the Nominated Supervisor and Responsible Person at all times the service is operating.
- A Responsible Person must hold a Certified Supervisors Certificate.
- The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the services programming practices
- At all times the service is operating, there will be at least one Educator who holds a current approved first aid, anaphylaxis and asthma management qualification
- Educators will record their name and the hours they worked directly with children each time they are working in the service. This record will also include the name of the Responsible Person, Educational Leader, and the names of any students and visitors.

Policy first developed for Cabonne After School Hours Care Services 08/06/2013

Policy to be reviewed as per cover page.

Sun Protection

Council has adopted the following policy provided by the Cancer Council and Network of Community Activities in full and has signed a partnership commitment with them as follows. *"We agree to partner with Cancer Council NSW and Network of Community Activities to increase skin cancer awareness and to implement the approved sun protection policy in our service. We will participate in a review process every three years to maintain the sun smart status".* Signed 26 February 2013

Policy Statement

Our service aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing *('My time, Our Place' outcome 3).*

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D, We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun, all staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Evidence suggests that childhood exposure to UV radiation contributes significantly to the development of skin cancer in later life. Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days, This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this message and assist children to understand the complexities of their environment *('My Time, Our Place,' Outcome 2).*

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners *("My Time, Our Place," Outcome 4).* This will include children having opportunities to access UV Alerts and monitoring the exposure to the sun of both themselves and their peers *("My Time, Our Place," Outcome 5).* Our service believes that implementing a best practice sun protection policy will have a major impact on reducing the chance of our children developing skin cancer in later life.

Considerations

National Quality Standard 2 Element 2.3.2 *"Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury".*

National Quality Standard 6 Element 6.3.2 *"Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities".*

National Regulation 114 "Outdoor Space - shade"

National Regulation 100 *"Risk assessment must be conducted"*

WHS Act and Regulations 2012

NSW Cancer Council www.cancercouncll.com.au/reduce-rlsks/sun-protection

Procedure

Scheduling of Activities

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

Where appropriate, outdoor activities will be scheduled outside of peak UV times or planned for shaded areas with sun protection used for all children.

In non-daylight saving time (April / Sept) outdoor activities can take place at any time as long as sun protection (hat, clothing, sunscreen, shade) is used when the UV index is 3 or above.

Where the UV index for that day is not known, sun exposure will be minimised between the hours of l0am and 2pm (11 am and 3pm during day light saving).

When planning excursions, sun protection will be included in the risk assessments for service participation.

All sun protection practices will be maintained while staff are escorting children to and from school and on any excursions.

Shade

Structured outdoor activities will be held in shaded areas whenever possible when the UV index is 3 or above.

The service will identify shade options at various times of the day and the year within the outdoor space and promote these to the children, Educators will set up activities and play spaces to make best use of the shade.

Children will be encouraged to use available shade when playing outside during times when the UV index is high.

Clothing

Educators and children will wear protective clothing when outside during periods of time when the UV index is 3 or above.

When outdoors children will be encouraged to wear sun-safe clothing with sleeves, collars or covered necklines.

Midriff, crop or singlet tops do not provide adequate protection and are not recommended. The Family Handbook will remind families and children of the appropriate clothing to wear to the service to meet the sun protection policy.

Children will be encouraged to wear sun-safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not recommended,

All educators will be required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts or trousers.

Children who do not have a hat must play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate they must access shaded areas in which to play.

Sunscreen

SPF 30+ brood spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV index 3 or above.

Permission to apply sunscreen will be included in the service enrolment form.
Educators will respect the parents right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

Role Modelling of Staff

Educators will wear protective clothing and practice a combination of sun protection strategies (sun-safe hats, clothing, sunglasses, SPF 30+ broad spectrum water resistant sunscreen) when in attendance at the service.

Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV alert is 3 or above.

Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.

Collaboration with Children

Children will be provided with opportunities to take leadership roles in managing sun protection.

Children will be encouraged to access the internet/ newspaper to check the UV ratings for the day and advise educators of the times when the UV index will be 3 or above.

Opportunities for children to set alarms for when the UV index increases above or drops below 3 will be provided and children assigned duties regarding UV reminders, hat reminders and management of sunscreen.

Children will be reminded that they can remove their hats when the UV index falls below 3.

Education and Information

The sun protection policy will be available to all families using the service.

Parents will be informed of the sun protection policy including appropriate clothing requirements on enrolling their child in the centre through the Family
Information Booklet.

Upon enrolment in the vacation care program, parents will be advised of suitable protective clothing and hats for children to wear at the service and encouraged to apply o sunscreen to their child prior to attending the service during the spring and summer vacation care period.

Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play in the shade.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic from the Cancer
Council NSW as appropriate.

Review

This policy is adopted as standard for all OSHC services in NSW and endorsed as

Sunsmart by Cancer Council NSW and Network of Community Activities.

This Policy will not be changed unless advised by Cancer Council NSW and Network of Community Activities

Policy endorsed by Cancer Council NSW September 2012

Policy first developed for Cabonne After School Hours Care Service 6/12/12

Policy to be reviewed as per cover page.

Water Safety

Policy Statement

Our service will plan experiences with appropriate levels of challenge where children will be encouraged to explore, experiment and take appropriate risks ("My Time, Our Place" Outcome 4), including, should the opportunity arise and it became possible, the use of water as a medium for play in both the indoor and outdoor environment and on excursions.

Water use will be supervised to ensure the safety of children and educators is a priority. The hygienic state of water will be assessed before it is used for children's play. Drinking water will be accessible but hygienically stored and maintained.

The safety and supervised to ensure the safety of children and educators is a priority. This relates to water play, excursions near or at bodies of water, hot water, drinking water and hygiene practices with water in the service environment.

Considerations

- Education and Care Services National Regulation 99, 100, 101, 102, 103, 168
- National Quality Standard 2.3
- Health and Safety Policies
- Excursion Policy
- My Time, Our Place
- Work, Health and Safety Act 2011

Procedures

The safety and supervision of children is paramount when in or around water. This relates to water play, excursions near or at bodies of water, hot water, drinking water and hygiene practices with water in the service environment. Children will be adequately supervised at all times during water play experiences.

a) Water safety in relations to excursions

The service recognises the risks posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water based excursions safely. Risk assessments will be carried out for programmed water based excursions.

The regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educators present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:

- Number, ages and abilities of children
- Number and positioning of educators
- Each child's current activity

- Areas where children are playing, in particular the visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educator's knowledge of each child and each group of children, the experience, knowledge and skill of each educator.

A risk management plan will be undertaken for all excursions near or at bodies of water. Refer to the services Excursion Policy.

Definition of a body of water

The service recognises the following locations are bodies of water:

- Swimming pools and/or water parks
- Wading pools
- Lakes
- Ponds
- The sea/ocean
- Creeks
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

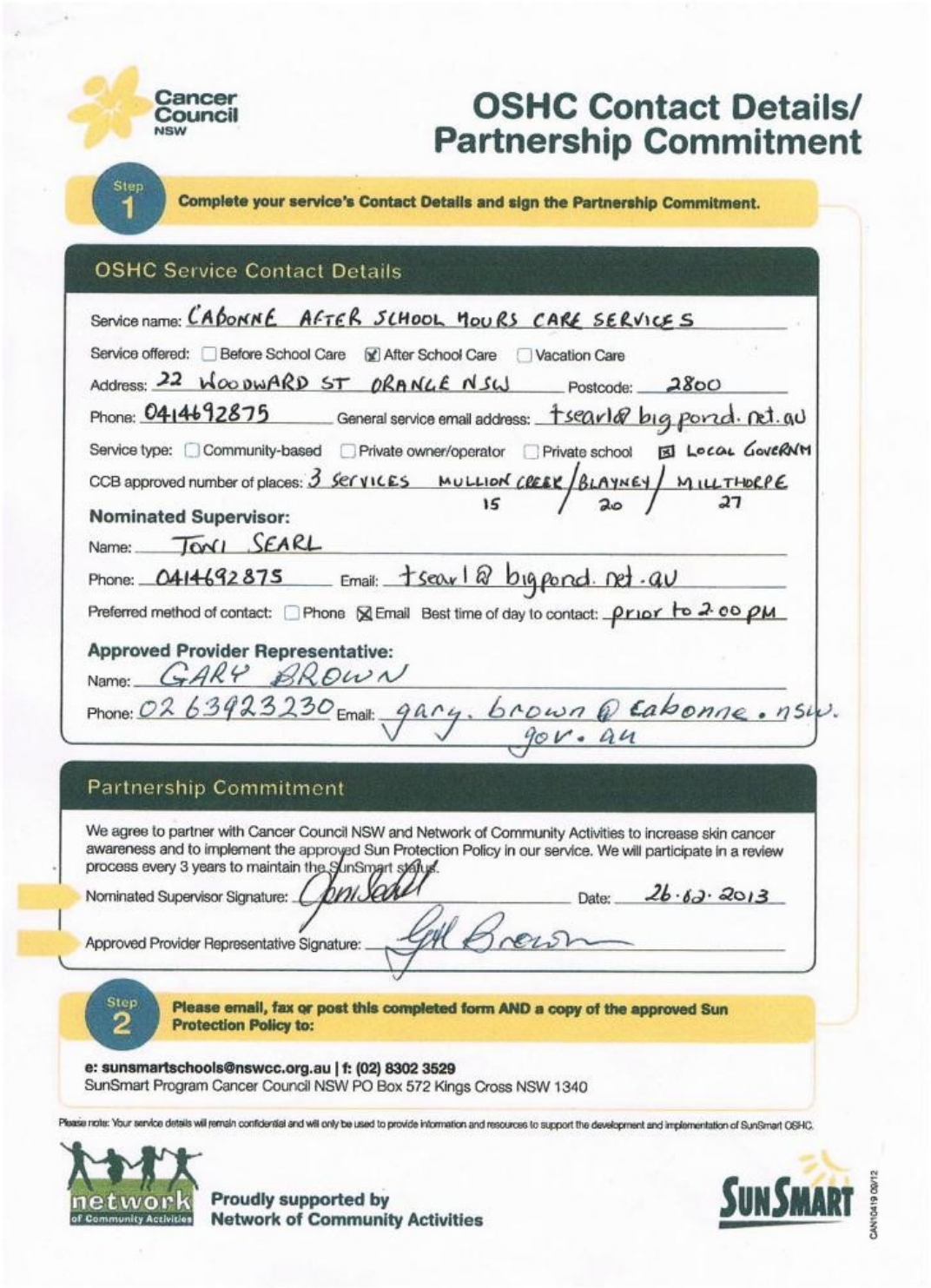
b) Water safety in relation to water based activities within the service

- Water use within the service will be supervised to ensure the safety of children and educators is a priority. The hygienic state of water will be assessed before it is used for children's play.
- At the completion of the activity the water containers will be emptied and the containers turned upside down or packed away.
- Educators will ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times by adults and containers or troughs will be emptied onto garden areas after use. Children will be discouraged from drinking from these water vessels.
- Children will be instructed in the safe use of equipment used during water based activities, for example, slip and slide, water "guns" bubble machines etc.
- Any buckets of water that may be used for cleaning or hand washing will not be left unsupervised near the children and will be emptied immediately after use.

- The children's play areas will be checked each day to ensure that no containers or pools of water are accessible for children. If rain occurs during the day, outdoor play areas will be checked for safety prior to the children entering the outdoor environment.

Policy first developed for Cabonne After School Hours Care Service 6/12/12

Policy to be reviewed as per cover page.



Cancer Council NSW

OSHC Contact Details/ Partnership Commitment

Step 1 **Complete your service's Contact Details and sign the Partnership Commitment.**

OSHC Service Contact Details

Service name: CABONNE AFTER SCHOOL HOURS CARE SERVICES

Service offered: ☐ Before School Care ☒ After School Care ☐ Vacation Care

Address: 22 WOODWARD ST ORANGE NSW Postcode: 2800

Phone: 0414692875 General service email address: tsearl@bigpond.net.au

Service type: ☐ Community-based ☐ Private owner/operator ☐ Private school ☒ Local Govern

CCB approved number of places: 3 services MULLION CREEK 15 / BLAYNEY 20 / MILLTHORPE 27

Nominated Supervisor:

Name: TONI SEARL

Phone: 0414692875 Email: tsearl@bigpond.net.au

Preferred method of contact: ☐ Phone ☒ Email Best time of day to contact: prior to 2.00 PM

Approved Provider Representative:

Name: GARY BROWN

Phone: 02 63923230 Email: gary.brown@cabonne.nsw.gov.au

Partnership Commitment

We agree to partner with Cancer Council NSW and Network of Community Activities to increase skin cancer awareness and to implement the approved Sun Protection Policy in our service. We will participate in a review process every 3 years to maintain the SunSmart status.

Nominated Supervisor Signature: Toni Searl Date: 26.02.2013

Approved Provider Representative Signature: Gil Brown

Step 2 **Please email, fax or post this completed form AND a copy of the approved Sun Protection Policy to:**

e: sunsmartschools@nswcc.org.au | f: (02) 8302 3529
SunSmart Program Cancer Council NSW PO Box 572 Kings Cross NSW 1340

Please note: Your service details will remain confidential and will only be used to provide information and resources to support the development and implementation of SunSmart OSHC.

network of Community Activities **Proudly supported by Network of Community Activities**

SUNSMART

CAN10419 09/12

Sun Protection (2012)

Service name: CABONNE AFTER SCHOOL HOURS CARE SERVICES.

POLICY STATEMENT

Our service aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing ***("My Time, Our Place." Outcome 3)***

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D. We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Evidence suggests that childhood exposure to UV radiation contributes significantly to the development of skin cancer in later life. Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days. This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this message and assist children to understand the complexities of their environment ***("My Time, Our Place." Outcome 2).***

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners ***("My Time Our Place." Outcome 4).*** This will include children having opportunities to access UV Alerts and monitoring the exposure to the sun of both themselves and their peers ***("My Time, Our Place." Outcome 5).*** Our service believes that implementing a best practice sun protection policy will have a major impact on reducing their chance of our children developing skin cancer in later life.

CONSIDERATIONS

National Quality Standard 2 Element 2.3.2 *"Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury".*

National Quality Standard 6 Element 6.3.2 *"Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities"*

National Regulation 114 *"Outdoor space – shade"*

National Regulation 100 *"Risk assessment must be conducted"*

WHS Act and Regulations 2012

NSW Cancer Council www.cancercouncil.com.au/reduce-risks/sun-protection

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PROCEDURE

Scheduling of Activities

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

- Where appropriate, outdoor activities will be scheduled outside of peak UV times or planned for shaded areas with sun protection used for all children.
- In non daylight saving time (April-Sept) outdoor activities can take place at any time as long as sun protection (hats, clothing, sunscreen, shade) is used when the UV Index is 3 or above.
- Where the UV Index for that day is not known, sun exposure will be minimised between the hours of 10am and 2pm (11am and 3pm during day light saving).
- When planning excursions, sun protection will be included in the risk assessments for service participation.
- All sun protection practices will be maintained while staff are escorting children to and from school and on any excursions.

Shade

- Structured outdoor activities will be held in shaded areas whenever possible when the UV Index is 3 or above
- The service will identify shade options at various times of the day and the year within the outdoor space and promote these to the children. Educators will set up activities and play spaces to make best use of the shade.
- Children will be encouraged to use available shade when playing outside during times when the UV Index is high.

Clothing

- Educators and children will wear protective clothing when outside during periods of time when the UV Index is 3 or above.
- When outdoors children will be encouraged to wear sun-safe clothing with sleeves, collars or covered necklines.
- Midriff, crop or singlet tops do not provide adequate protection and are not recommended. The Family Handbook will remind families and children of the appropriate clothing to wear to the service to meet the sun protection policy.
- Children will be encouraged to wear sun-safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not recommended.
- All educators will be required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts or trousers.
- Children who do not have a hat must play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearning clothing that is not recommended as appropirate they must access shaded areas in which to play.

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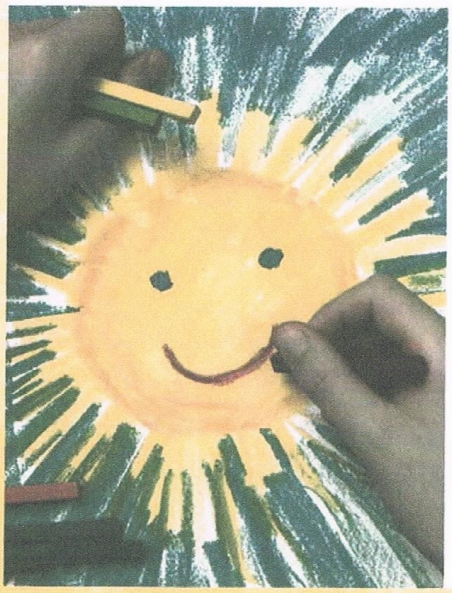
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Sunscreen

- SPF 30+ broad spectrum water-resistant sunscreen will be available at the service for children and educators to use.
- Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV Index 3 or above.
- Permission to apply sunscreen will be included in the service enrolment form. Educators will respect the parents' right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

Role Modelling of Staff

- Educators will wear protective clothing and practice a combination of sun protection strategies (sun-safe hats, clothing, sunglasses, SPF 30+ broad spectrum water resistant sunscreen) when in attendance at the service.
- Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV Alert is 3 or above.
- Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.



Collaboration with Children

- Children will be provided with opportunities to take leadership roles in managing sun protection.
- Children will be encouraged to access the internet/ newspaper to check the UV ratings for the day and advise educators of the times when the UV Index will be 3 or above.
- Opportunites for children to set alarms for when the UV Index increases above or drops below 3 will be provided and children assigned duties regarding UV reminders, hat reminders and management of sunscreen.
- Children will be reminded that they can remove their hats when the UV Index falls below 3.

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Education & Information

- The sun protection policy will be available to all families using the service.
- Parents will be informed of the sun protection policy including appropriate clothing requirements on enrolling their child in the centre through the Family Information Booklet.
- Upon enrolment in the vacation care program, parents will be advised of suitable protective clothing and hats for children to wear at the service and encouraged to apply a sunscreen to their child prior to attending the service during the spring and summer vacation care periods.
- Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play in the shade.
- The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic from the Cancer Council NSW as appropriate.

Review

This policy is adopted as standard for all OSHC services in NSW and endorsed as SunSmart by Cancer Council NSW and Network of Community Activities.

This Policy will not be changed unless advised by Cancer Council NSW and Network of Community Activities.

DATE ENDORSED: September 2012

DATE FOR REVIEW & EVALUATION: September 2015

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Cabonne Blayney Family Day Care Policies and Procedures

1 Document Information

Version Date *(Draft or Council Meeting date)*	10 August 2018
Author	Community Services Manager
Owner *(Relevant director)*	Director of Finance & Corporate Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	Reviewed regularly and, if necessary as stated in National Regulations.
Minute number *(once adopted by Council)*	

2 Summary

This document contains all policies and procedures relating to the operation of Cabonne Blayney Family Day Care

3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

4 History

Minute No.	Summary of Changes	New Version Date
	Compilation of all policies into one document following review by Family Day Care Coordinator	
10/03/22	Adopted by Council	15 March 2010
10/12/18-CS84/10	Updated with new version of the Child Protection Policy	20 December 2010
12/02/06-CS4/12	Readopted with an updated version at February Committee meetings	6 February 2012
13/09/30	Readopted as per s165(4)	17 September 2013
15/10/09	Readopted with an updated version titled Cabonne Blayney Family Day Care Policy (previously Family Day Care Policy)	27 October 2015

5 Reason

Please refer to individual policies

6 Scope

Please refer to individual policies

7 Associated Legislation

Please refer to individual policies

8 Definitions

Additional needs	The term used for children who require or will benefit from specific considerations or adaptations and who: • Are Aboriginals or Torres Strait Islanders • Are recent arrivals in Australia • Have a culturally and linguistically diverse background • Live in isolated geographic locations • Are experiencing difficult family circumstances or stress • Are at risk of abuse or neglect • Are experiencing language and communication difficulties • Have a diagnosed disability – physical, sensory, intellectual or autism spectrum disorder • Have a medical or health condition • Demonstrate challenging behaviours and behavioural or psychological disorders • Have developmental delays • Have learning difficulties • Are gifted or have special talents • Have other extra support needs. It is important to note that additional needs arise from different causes, and that causes require different responses any child may have additional needs from time to time.
Approved family day care venue	A place other than a residence where an approved family day care service is provided.
Approved learning framework	A learning framework approved by the Ministerial Council (*National Law*).
Approved provider	A person who holds a provider approval (*National Law*).
Australian Children's Education and Care Quality Authority (ACECQA)	The regulatory authority that is responsible for the approval, monitoring and quality assessment of each children's service.
Authorised nominee	In relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service (*National Regulations*).
Centre-based service	An education and care service other than a family day care service (*National Regulations*).

Child Care Subsidy	A payment made by the Australian Government to families to assist with the cost of childcare.
Certified Supervisor	A person who holds a supervisor certificate (*National Law*).
Children	Refers to each baby, toddler, three to five year old and school age child and means children as individuals and as member of a group in the education and care setting, unless otherwise stated. It is inclusive of children from all social, cultural and linguistic backgrounds and of their learning styles, abilities, disabilities, gender, family circumstances and geographic locations (adapted from *The Early Years Learning Framework*, page 45).
Coordinator	Refers to a family day care coordinator and means a person employed or engaged by an approved provider of a family day care service to monitor and support the family day care educators who are part of the service (*National Law*).
Provision Office	The support unit that monitors the provision of Family Day Care Services provided by registered educators.
Community Services	Community Services is the leading NSW Government agency responsible for Community Services. Community Services works to promote the safety and wellbeing of children and young people. Formerly known as DoCS (Department of Child Services).
Community Support Program	Federal funding provides assistance to the operation of Family Day Care Services.
Critical reflection	Reflective practices that focus on implications for equity and social justice (*The Early Years Learning Framework*, page 45).
Curriculum	All the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children's learning and development (*The Early Years Learning Framework*, page 45; adapted to Te Whariki).
Department Of Education and Communities	Department of Education and Communities. Responsible for service approvals compliance and assessment and rating process.
Department of Social Services	Provides community support program funding to Family Day Care Services, and is responsible for the administration of CCB and CCR.
Each child	Is used in the National Quality Standard when an individualised approach is warranted and educators are required to modify their response to meet the needs of an individual child. An example is 'each child's current knowledge, ideas, culture and interests provide the foundation for the program'.
Education and Care Services National Law	The law that works in conjunction with the National Regulations.
Education and Care Services National Regulations	Children's Services Regulations commencing 1st January 2012.
Educational Leader	The person the approved provider of an education and care service designates in writing to be a suitably qualified and experienced educator, coordinator or other individual to lead the development and implementation of educational programs in the service (*National Regulations*).

Educator	An individual who provides education and care for children as part of an education and care service (*National Law*).
Every child	Used in the National Quality Standard when it is intended to suggest an inclusive approach. It implies that all children have the same opportunity regardless of their age, gender, background or abilities. An example is 'every child is supported to participate in the program'.
Excursion	An outing organised by an education and care service or family day care educator, but does not include an outing organised by an education and care service provided on school a school site if- • The child or children leave the education and care service premises in the company of an educator; and • The child or children do not leave the school site.
Family Day Care Service	An education and care service that is delivered through the use of two or more educators to provide education and care for children in residences, whether or not the service also provides education and care to children at a place other than a residence (*National Law*).
Family Day Care Educator	An educator engaged by or registered with a family day care service to provide education and care for children in a residence or at an approved family day care venue.
Family Day Care Educator Assistant	A person engaged by or registered with a family day care service to assist family day care educators (*National Regulations*).
Family Day Care Residence	A residence at which a family day care educator educates or cares for children as part of a family day care service.
Family Day Care Service	An education and care service that is delivered through the use of 2 or more educators to provide education and care for children in residences whether or not the service also provides education and care to children other than a residence.
Family Member	In relation to a child, means: • Parent, grandparent, brother, sister, uncle, aunt, or cousin of the child, whether of the whole blood or half blood and whether that relationship arises by marriage (including a de facto relationship) or by adoption or otherwise, or • A relative of the child according to Aboriginal or Torres Strait Islander tradition or • A person with whom the child resides in a family-like relationship or • A person who is recognised in the child's community as having a familial role in respect of the child (*National Law*).
Jobs Education and Training	CCS assists with sole parents who are training and/or studying.
National Quality Framework	The National Quality Framework consists of the Law, Regulations, National Quality Standard and assessment and rating system.
Nominated supervisor	In relation to an education and care service, means a person who: • Is a certified supervisor • Is nominated by the approved provider of the service to be the nominated supervisor of that service • Has consented to that nomination (*National Law*).

Parent	In relation to a child, includes: • A guardian of the child • A person who has parental responsibility for the child under a decision or order of a court (*National Law*).
Preschool Program	An early childhood educational program delivered by a qualified early childhood teacher to children in the year that is two years before grade 1 of school (*National Law*).
Reflective Practice	A form of ongoing learning that involves engaging with questions of philosophy, ethics and practice (*The Early Years Learning Framework*, page 13)
Serious Incident	For the purpose of section 174(5) of the National Law, the following are prescribed as serious incidents- • The death of a child- (i) while being educated and cared for by an education and care service; or (ii) following an incident while being educated and cared for by an education and care service; • Any incident involving injury or trauma to, or illness of, a child while being educated and cared for by an education and care service for which - (i) the attention of a registered medical practitioner was sought, or ought reasonably to have been sought; or (ii) the child attended, or ought reasonably to have attended, a hospital; • Any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought; • Any circumstance where a child being educated and cared for by an education and care service - (i) appears to be missing or cannot be accounted for; or (ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or (iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.
Service Approval	• A service approval granted and amended under Part 3 of the National Law or this Law as applying in another participating jurisdiction • Includes a service approval as amended under this Law or this Law as applying in another participating jurisdiction • Does not include a service approval that has been cancelled (*National Law*)
Staff Member	In relation to an education and care service, means any individual (other than the nominated supervisor or a volunteer) employed, appointed or engaged to work in or as a part of an education and care service, whether as a family day care coordinator, educator or otherwise (*National Law*).
Statement of philosophy	A statement the approved provider of an education and care service must ensure is in place. It is designed to guide the operation of the

	service and must be available to the staff members of the service and parents of children attending the service (*National Regulations*).
Supervisor Certificate	A supervisor certificate: • Issued under Part 4 of this Law or this Law as applying in another participating jurisdiction; and • As amended under this Law or this Law as applying in another participating jurisdiction - but does not include a supervisor certificate that has been cancelled.
Transitions	The process of moving between home and the education and care setting, between a range of different education and care services or from the education and care service to full-time school (adapted from *The Early Years Learning Framework*, page 46).
Working with Children Check	A notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that- • The person has been assessed as suitable to work with children or; • There has been no information that if the person worked with children the person would pose a risk to the children or; • The person is not prohibited from attempting to obtain, undertake or remain in child-related employment.

Acronyms

ACECQA	Australian Children's Education and Care Quality Authority
CCMS	Child Care Management System
CCS	Child Care Subsidy
CEO	Chief Executive Officer
DEC	Department of Education and Communities
DSS	Department of Social Services
EYLF	Early Years Learning Framework
FAO	Family Assistance Office
FDC	Family Day Care
FDCA	Family Day Care Australia
IHC	In-Home Care
ISP	Inclusion Support Program
NICA	National In-Home Care Association
NQF	National Quality Framework
NQS	National Quality Standards
NSWFDCA	New South Wales Family Day Care Association

PSSP	Professional Support Service Provider
PEAK	NSWFDCA's Registered Training Organisation
QIP	Quality Improvement Plan
RTO	Regional Training Organisation
S.C.	State Committee
WHS	Work Health and Safety

9 Responsibilities

9.1 General Manager
Approved Provider

9.2 Directors and Managers
Director of Finance and Corporate Services
Community Services Manager

9.3 Supervisors
Family Day Care Nominated Supervisor

9.4 Employees
Family Day Care Support Coordinators
Administration Officer

9.5 Others
Registered Educators – Cabonne/Blayney Family Day Care

10 Related Documents

Document Name	Document Location
Australian Children's Education and Care Quality Authority (ACECQA)	www.acecqa.gov.au
Australian Competition and Consumer Commission (ACCC)	www.accc.gov.au
Building Code of Australia	www.abcb.gov.au
Cabonne Council Complaints Handling Policy	www.cabonne.nsw.gov.au
Cabonne Council Fees and Charges	www.cabonne.nsw.gov.au
Caring for Children Food, Nutrition and Fun Activities	www.nutritionaustralia.org
Car and Home: Smoke Free Zone Campaign Fact Sheet	www.smokefreezone.org.au

CCMS Child Care Services Handbook Current	www.deewr.gov.au/childcarehandbook
Community Services	www.community.nsw.gov.au
Community Services (Complaints Review and Monitoring) Act 1993	www.ombo.nsw.gov.au/complaints
Family Day Care Australia	www.familydaycareaustralia.com.au
Food Regulation 2004	www.austlii.edu.au
Education and Care Services Laws and Regulations	www.acecqa.gov.au
Early Childhood Australia Inc. (ECA Code of Ethics) Anti-Discrimination Act 1977	www.earlychildhoodaustralia.org.au www.austil.edu.au
Fair Trading (Safety Standard) Children's Portable Folding Cots Regulation 2008	www.austlii.edu.au
Fire Protection Association Australia	www.fpaa.com.au
Health Institute 'Teeth'	www.healthinsite.gov.au
Inclusion Support Agencies (ISA's) Inclusion Support Facilitators (ISF's) Children with Disabilities in Australia 16/12/2004 (Australian Institute of Health and Welfare, Australian Government.	www.aiwh.gov.au
Kids Alive do the Five	www.kidsalive.com.au
Kids and Poisons: Safeguarding against Poisons	www.kidssafensw.org
Kids and Traffic	www.kidsandtraffic.mg.edu.au
Learner Resource: Workplace Hygiene 9542H/PLSP	Community Services, Health, Tourism and Hospitality Division TAFE NSW
National Privacy Principles (NPPs) under the Privacy Act 1988	www.privacy.gov.au/act/npps
National SIDS Council of Australia	http://www.birth.com.au/Sudden-Infant-Death-Syndrome-(SIDS)/National-SIDS-Council-of-Australia

NSW Commission for Children and Young People	www.kids.gov.au
NSW Health 'Oral Health'	www.health.nsw.gov.au
NSW Interagency Guidelines for Child Protection Intervention Chapter 2	www.community.nsw.gov.au/html/childprotection.mandatory.htm
Nutrition Australia	www.nutritionaustralia.org
Ombudsman Act 1974 Part 3A	www.austlii.edu.au
Public Health Act 1991	www.austlii.edu.au
Staying Healthy in Childcare 'Preventing Infectious Diseases in Childcare' Current Edition	www.nhmrc.gov.au
Swimming Pool Act 1992	www.austlii.edu.au
The Cancer Council Australia	www.cancer.org.au
The Cancer Council NSW, SunSmart	www.cancercouncil.com.au/smart
The Children's Hospital Westmead Safety Fact Sheet 'Home Safety Checklist'	www.childsafetyaustralia.com.au

11 Policy Statement

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Introduction

All Family Day Care Staff and Educators are required to be aware of and follow the outlined procedures and practices at all times. This document is reviewed regularly to reflect changing community needs, legislation, theory and practice. If at any time you have suggestions for change, these are most welcome and should be forwarded to the Family Day Care Service who will raise concerns at the appropriate forum in consultation with the Approved Provider, Cabonne Council.

Family Day Care

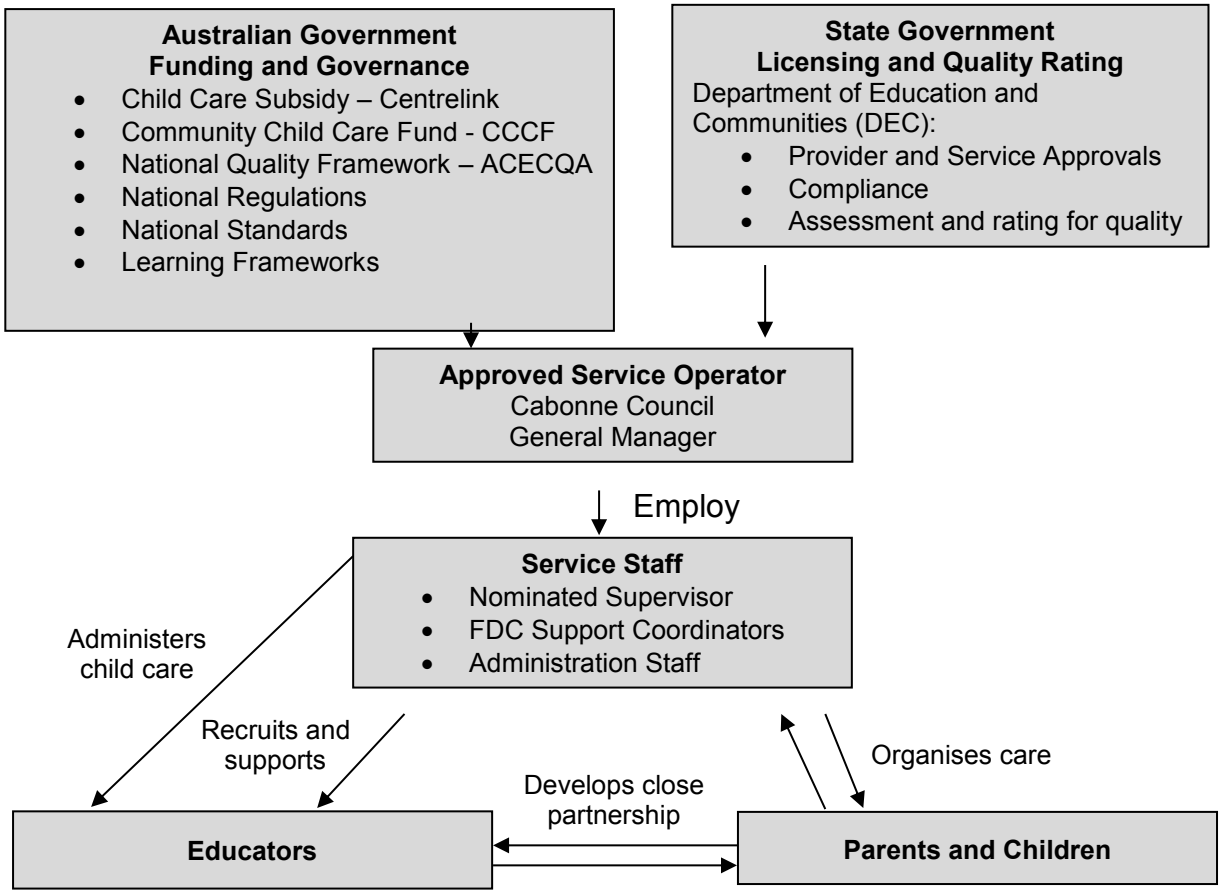
Family Day Care provides quality care for children aged 8 weeks to 13 years of age in the homes of Family Day Care Educators. A Family Day Care Service provides education and care through a network of registered Family Day Educators, who are organised and supported by a professional Service.

Family Day Care provides a safe, secure and stimulating home environment for children, with education and care being provided for small groups of children in the Educator's home. Family Day Care provides the opportunity for children to develop a close relationship with an Educator.

Accountability Structure of Cabonne/Blayney Family Day Care

All staff in Cabonne/Blayney Family Day Care are accountable to the following people:

- Nominated Supervisor of Family Day Care – Cabonne Council
- Manager of Community Services – Cabonne Council
- Director of Finance and Corporate Services – Cabonne Council
- General Manager – Cabonne Council



Acceptance and Refusal of Authorisation

RATIONALE: Cabonne/Blayney Family Day Care will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011.

POLICY STATEMENT

Cabonne/Blayney Family Day Care requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

RELEVANT LEGISLATION

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

KEY RESOURCES

- Children (Education and Care Services National law Application) Act 2010
- Education and Care Services National Regulations 2011

PROCEDURES

The Coordination Unit will:

- Ensure documentation relating to authorisations contains:
  - ❖ the name of the child enrolled in the service;
  - ❖ date;
  - ❖ signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
  - ❖ The original form/letter/register provided by the service.
- Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
- Keep these authorisations in the enrolment record.
- Exercise the right of refusal if written or verbal authorisations do not comply.
- Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases provided they contact the parent/guardian as soon as practicable after the medication has been administered.
- Ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards.

Refusing a Written Authorisation

On receipt of a written authorisation from a parent/guardian that does not meet the requirements outlined in the related service policy, the Approved Provider or delegated authority will:

- Immediately explain to the parent/guardian that their written authorisation does not meet legislative and policy guidelines.
- Provide the parent/guardian with a copy of the relevant service policy and ensure that they understand the reasons for the refusal of the authorisation.
- Request that an appropriate alternative written authorisation is provided by the parent/guardian.
- In instances where the parent/guardian cannot be immediately contacted to provide an alternative written authorisation, follow related policy procedures pertaining to the authorisation type.
- Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.

Access

RATIONALE: Collaborative relationships with families are fundamental to achieving quality outcomes for families. The service will ensure relevant procedures and legislative requirements relating to access of children are implemented.

POLICY STATEMENT

When there is joint custody of a child or a situation which has created issues over access to a child, it is important for Educators and families to be able to work together to ensure the children can continue in care in a stress-free and safe environment. For this to occur, it is important to have good communication between families, Educators and Service staff, and for all parties to be informed of the requirements of the Education and Care National Law 2010 and the Education and Care National Regulations 2011.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2081 (ACECQA).

PROCEDURES

The Coordination Unit will:

- Maintain confidentiality for all matters relating to custody, access and court orders;
- Store copies of all relevant documents provided by families and/or Educators in a safe and secure manner respecting the individuals privacy
- Provide advice, support and information to Educators and families on issues relating to access and custody.
- Request a copy of the relevant court order.

Educators will:

- Respect the wishes of the family that has placed that child in care with them, within legal boundaries;
- Seek advice and support from the Service staff to ensure all people involved in the access/custody are treated fairly and within the regulatory requirements of the service;
- Maintain confidentiality for all matters relating to custody, access and court orders;
- Request a copy of the relevant court order.

Families will:

- Provide copies of any relevant court orders to the Educator and Service (to be securely stored).
- Discuss all relevant issues with the Educator regarding who has legal access to the children.

In relation to a person who has been prohibited by a court order from having contact with the child, the Educator will:

- Not give that person any information concerning the child.
- Not allow that person access to the child.

- Inform the custodial family of the situation ASAP if contacted by a person prohibited by a court order from having contact with the child
- Contact the police if necessary.
- Contact the Nominated Supervisor or representative for help and support.
- Take all reasonable precautions to ensure the safety of all the children in care and the Educator.

NB: Under no circumstances should the Educator place themselves or other children at risk.

If a child is taken against the Educators wishes the Educator should:

- Contact the custodial parent/guardian
- Contact the police
- Contact the Nominated Supervisor

In relation to a parent/guardian where there is no court order forbidding that parent/guardian contact with a child, the Education and Care Services National Regulations 2011 states a FDC Educator must not prevent a parent of a child being educated and cared for by the Educator as part of a FDC service from entering the FDC residence or approved venue at any time that the child is being educated and cared for by the educator.

In any case the family is required to contact the Educator to make arrangements for appropriate contact times and ring the Educator before visiting. An Educator's home is not to be used as a point of contact for access visits without approval from the Educator and Nominated Supervisor for this arrangement to proceed.

Accident, Injury, Trauma and Illness

RATIONALE To ensure children receive immediate and appropriate medical attention and care in the event of an illness, accident or emergency.

POLICY STATEMENT

In the event of an accident or emergency situation occurring to a child in care in the presence of an Educator, the Educator has a duty of care to take immediate action and provide appropriate services or care to those involved. The Education and Care Service National Regulation states authorisation by the family for such action and treatment of a child must be made at enrolment with the service.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

To ensure immediate action and appropriate services and care are provided in a medical or dental emergency or accident.

The Coordination Unit will:

- Support Educators with relevant forms for collecting authority and information;
- Be familiar with the regulatory requirements in relation to dealing with emergency situations with children.
- Provide professional development and/or information on appropriate practices when dealing with emergency situations with a child.
- On enrolment of a child, ensure the family has given written authorisation for any Educator or staff member of the Service, to seek and/or carry out emergency ambulance, medical, hospital or dental advice or treatment if required.
- Upon receiving notice of a serious incident involving a child attending Family Day Care where the incident results in the child receiving medical, dental or hospital treatment immediately notify the Family; the Approved Provider of the Service (Cabonne Council); the Department of Education and Communities and the Australian Government Department of Education.
- Follow internal administrative procedures.
- Notify the families or emergency contacts as soon as it is possible to do so if an incident, injury, trauma or illness occurs.
- Have a current First Aid qualification and Asthma and Anaphylaxis Management Training as described in the Regulations.
- Upon receiving notice of a serious accident involving a child attending Family Day Care where the accident results in the child receiving medical, dental or hospital treatment immediately notify the family, the Approved Provider of the service and the Department of Education and Communities.
- Upon receiving notice of the death of a child while being provided with care, the Authorised Supervisor will immediately notify the child's family, a police officer, Approved Provider of the service and the Department of Education and Communities.

Educators will:

- Take all precautions to reduce the incidence of accidents and injuries, recognise potential accidents that can occur which need to be responded to effectively, e.g. burns, convulsions, head and eye injuries, fractures, poisons, bites, stings, cuts.
- Regularly practice emergency procedures, as per regulations and Service procedures including accident emergency procedures.
- Update and prominently display cardiopulmonary resuscitation (CPR) guides both inside & outside premises.
- Display emergency procedures and current relevant emergency telephone numbers - 000 (ambulance, police, fire brigade), Poison Information Centre, & for Educators, FDC Service & after hours contact. Have available emergency contact numbers documented.
- Have a current First Aid qualification, asthma, and anaphylaxis management training.
- Discuss with the families of children in care, their responsibility in covering any expenses arising from emergency treatment, (as documented in the Family Enrolment form) and their responsibility in providing adequate information on the child's:
    - ❖ Health;
    - ❖ Past and current medical history and any allergies;
    - ❖ Medications if relevant;
    - ❖ Recommended medical and dental provider;
    - ❖ Written action plans for medical conditions e.g. anaphylactic reactions and allergies, asthma management, haemophilia, diabetes, epilepsy, etc.
- Inform the Service staff of any relevant emergency plan for a child, if relevant, after the child has commenced in care.
- In the event of an incident, injury, trauma or illness, inform the family or emergency contact as soon as possible so that they can take over the responsibility of their child and decide on further action to take if necessary.
- Complete the incident, injury, trauma or illness record. The form is to be signed by both the Educator and the Parent. This form is to be sent in and stored at the Service with a copy being provided to the parent.
- Inform the Service staff of any injury to a child that requires medical attention.
- Inform the Service of any serious incident (Definition Clause 12 of the National Regulations).
- Complete the incident, injury, trauma or illness record and the Family Day Care Australia (FDCA) Incident Report Form (for insurance purposes) for any accident where third party medical advice has been required (e.g. doctor, dentist). This form needs to be returned to the Service as soon as possible.

Families are encouraged to:

- Provide up to date medical and contact information in case of an emergency.
- Seek their own health insurance if they so desire.
- Complete a risk minimisation and communication plan to assist the Educator with the management of a child's medical condition annually.
- Take over the responsibility of their child as a matter of urgency if contacted by their child's Educator to do so.

<u>In the event of a serious incident, accident, illness, injury or trauma</u>

The Educator will:

- Attend to the child immediately.
- Provide appropriate first aid treatment, including medical assistance e.g. any medical/dental treatment required should be carried out by the parents' nominated

preferred medical/dental practitioner, where possible. If necessary, an ambulance is to be contacted immediately by dialling 000.

- Stay with the child until the ambulance arrives. While awaiting the ambulance, the Educator is to contact the Service to report the accident.
- Contact the family and inform them that the child is being taken to the hospital;
- Educators are to ensure that they reassure the parents, and inform them regarding which hospital the child has been taken to.
- Complete the incident, injury, trauma or illness record. This form is to be signed by both the Parent and the Educator. The Parent is to sign this form as an acknowledgement that they have been notified of the incident. Complete the Family Day Care Australia (FDCA) Incident Report Form. Forward both forms to the Service.
- Provide parents with a copy of the incident, injury, trauma or illness record form.

Administration of First Aid

RATIONALE: To ensure all Staff and Educators know their responsibilities and follow correct procedures to administer first aid in an emergency.

POLICY STATEMENT

First Aid equipment should be available to all Staff, Educators, Children and Visitors while children are being educated and cared for. This includes while on excursions. All Staff and Educators must undertake First Aid, Anaphylaxis and Asthma management training.
All precautions must be taken to prevent accidents and injuries and to minimise complications. Managing accidents and emergencies requires careful planning and reduces the likelihood of major injuries and complications from injuries.

"The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an injury. The careful exercise of this discretion is considered part of the staff/educator's duty of care."

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Co-Ordination Unit will:

- Adhere to the Incident, Injury, Trauma and Illness Policy in all accident situations.
- If required ensure a FDC staff member goes to support the Educator at the scene of accident.
- If necessary organise alternate care or collection by parents of other children at the Educator's service
- Ensure that all blood or bodily fluids are cleaned up in a safe manner;
- Ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water.
- Report accidents/incidents to appropriate authorities as soon as possible where medical or emergency attention was sought or should have been sought for a child. These authorities include (Not necessarily in this order):
    - ❖ Parents/Guardians;
    - ❖ CBFDC Nominated Supervisor;
    - ❖ Cabonne Council Community Services Manager
    - ❖ An ambulance service;
    - ❖ The police;
    - ❖ The Department of Education & Communities made within 24 hours if it is a serious incident or death of a child;
    - ❖ Australian Government Department of Education

Educators will:

- Adhere to the Incident, Injury, Trauma and Illness Policy in all accident situations.
- Reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

- Ensure that the child is kept under adult supervision until the child recovers or until a parent of the child or some other responsible person takes charge of the child.
- Take immediate steps to secure urgent medical or dental treatment.
- Advise the parent or guardian if any matter concerning the child's health arises while the child is being provided with the education and care service.
- Ensure the child is returned as soon as practicable to the care of a parent/guardian of the child.
- Inform parent, family or other responsible person as required of the emergency.
- Ensure a fully stocked and updated first aid kit will be kept in a secure storage facility at the service. Staff/Educators are to ensure that this is easily recognisable and readily accessible to all staff/Educators and kept inaccessible to the children.
- Take a first aid kit on all excursions. Educators may choose to take their home first aid kit on excursions. A first aid kit will also be kept at the service.
- Keep a cold pack in the freezer or single use “chemical" cold pack for treatment of bruises and strains.

In the case of a minor accident, the Educator will:

- Assess the injury.
- Attend to the injured person and apply first aid as required
- Ensure that disposable gloves are worn when dealing with all blood or bodily fluids and that they are cleaned up and disposed of in a safe manner.
- Record the incident and treatment given on the Accident/Injury/Illness form, how occurred, treatment given and by whom, to be signed by Educator. A copy is to be given to parents/guardians.
- Obtain parent signature confirming knowledge of the accident.
- Notify the parents either by phone after the incident if seen fit or on their arrival to collect the child.

In the case of a major accident requiring more than first aid the educator will:

- Assess the injury, and decide whether the child needs to be attended to by local doctor or whether an ambulance should be called.
- If the child's injury is serious the first priority is to get immediate medical attention. Although parents should be contacted straight away, if not possible, there should be no delay in organising proper medical treatment. Keep trying to contact the parents in the meantime.
- Contact the Service and advise of accident as soon as possible. FDC staff will contact parents/guardians of the injured child if necessary and provide support to Educator.
- Attend to the injured person and apply first aid as required.
- Ensure that disposable gloves are used with any contact with blood or bodily fluids;
- Stay with the child until suitable help arrives, or further treatment taken.
- Try to make the child comfortable and reassure them.
- If an ambulance is called and the child is taken to hospital a staff member/Educator will accompany the child if possible.
- Record the incident and treatment given on the appropriate form.
- Obtain parent signature confirming knowledge of the accident, where necessary.

In all cases Educators will ensure in the case of a personal family emergency they ring coordination unit staff to take responsibility of Family Day Care children before attending the personal emergency.

Families will:

- Provide written consent for appropriate medical, dental or hospital treatment to be carried out in the event that such actions appear to be necessary because the child has been injured, or is ill. Enrolment will be denied if consent is not provided.
- Parents will be required to supply the contact number of their preferred doctor or dentist, Medicare number and expiry date.
- Supply contact information for those authorised to act in the event that a parent cannot be contacted.

Administration of Medication

RATIONALE: To ensure all medications are administered in a safe and accountable manner according to the National Law and Regulations.

POLICY STATEMENT

Family Day Care acknowledges administering medication should be considered a high risk practice. Authority must be obtained from a family or legal guardian named on the Child enrolment record before Educators administer any medication (prescribed or non-prescribed). Families place a high level of trust and responsibility on Educators when they are administering medication to children, or observing older children self-administer.

This section refers to the general requirements regarding administration of medication by Educators to children in their care and to the administration of non-invasive medications such as oral and topical (skin) medications.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and care Services National Regulations 2011 (Clause 92, 93, 94, 95, 96).
- Poisons and Therapeutic Goods Act 1966 No31 (NSW).
- Public Health Act 2010 No 127 (NSW).
- Work Health and safety Act 2011 (NSW).
- Work health and safety Regulation 2011 (NSW).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2011 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.
- www.nhmrc.gov.au.

PROCEDURES

The Coordination Unit will:

- Provide the families with relevant information about health management policies and practices when starting and regularly after that through newsletters.
- Provide resources and information to Educators and families on health matters when required.
- Provide forms for Educators to record relevant health and medication details;
- Support families and Educators when dealing with health management matters.
- Safely store confidential health and medical details on children until they reach the age of 25 years old. The medication record needs to be kept until 3 years after the child's last attendance.
- Keep up to date on current health management practices.
- Request families to update their child enrolment records annually to ensure current medical authorisations.

Educators will:

- Ensure medication is administered to a child only from its original packaging;
- Ensure medication is only administered to a child enrolled in the service with the written permission of the child's family or legal guardian using the Medication Authorisation Form
- Ensure that each family in care has a separate medication form
- Ensure the written instructions of the family are consistent with the instruction on the medication or as prescribed by a doctor
- In the **case of an emergency**, verbal permission can be given to an Educator by a parent or person named in the child's enrolment record as authorised to consent to administration of medication; or if this permission cannot be readily obtained a registered medical practitioner or an emergency service
- Store medical information in a safe and secure place
- Maintain confidentiality about a child's medical condition
- Ensure the administration of homeopathic, naturopathic, over-the-counter or non-prescribed medications (including cold preparations, and paracetamol) also meet minimum legislative requirements and guidelines. This includes the provision of a signed Medical Authority Form by the family, written instructions and dosage on the medication or from the health professional that dispensed the medication. Educators are not to give unidentified medication or medication to a child where the instructions are not clear to the Educator e.g. in an unfamiliar language to the Educator
- Keep families informed of service requirements on the administering of medications
- Comply to the management plans of children with chronic health problems, such as asthma, epilepsy, diabetes, severe allergy or anaphylaxis
- Ensure medications are stored correctly and securely away from children in an area at least 1.5 metres high or in an area inaccessible to children
- Medications stored in the refrigerator need to be kept in a child resistant container
- Discuss any concerns about administering medication with families and if necessary Service staff
- Medication may be administered to a child without an authorisation in the case of an anaphylaxis or asthma emergency. In this case, the Educator will ensure the parent of the child and/or emergency services are notified as soon as practicable.

It is the responsibility of the Family to:

- Ensure all child enrolment records are at the Service with current authorisations
- Provide a summary of the child's health, medications, allergies, doctor's name, address and phone number, and a Medical Management Plan approved by a Doctor, if available, to the Service staff and Educator prior to starting care and ongoing as required
- Keep the Educator up to date with any changes to a child's medical condition or Medical Management Plan
- Provide medication in its original packaging
- Complete the Medical Authorisation Form authorising the Educator to administer medication to their child. The form must be completed **every day** that the medication is required (This does not relate to circumstances where a parent has completed a "Continuing Medication Authorisation Form" or an "Emergency Medication Authority Form).
- Request the Educator to administer only the recommended dosage on the original medication package, and sign the medical Authority Form at the end of the day to approve
- Seek a doctor's certificate for a child if requested by the Educator
- Complete an Unprescribed Creams Form, if unprescribed creams are to be administered by an Educator when a child is in care. This may include teething gels, sun block, nappy rash cream, lotions etc.

Practices for Self-Administration of Medication

A child over pre-school age may self-administer medication under the following circumstances:

- Written authorisation is provided by the person with the authority to consent to the administration of medication on the child enrolment record.
- Medication is to be provided to the Educator for safe storage, and they will provide it to the child when required.
- Following practices outlined in the Dealing with Medical Conditions Policy including anaphylaxis and allergies, asthma and diabetes.
- Self-administration of medication for children over pre-school age will be supervised by the Educator.

Adventurous and Risky Play Policy

RATIONALE: We believe that activities that contain a higher level of risk are important for children to take part in to help children grow, learn and become independent in assessing risks that may be around them. Play and Learn allows children to assess the risk of activities themselves and staff members support children with this when necessary. We believe that the children should feel empowered in the decision process of setting boundaries.

POLICY STATEMENT: CBFDC recognises the importance of play to a child's development and follow the Playwork Principles and loose parts play. We support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves. We believe that play builds a child's self-esteem, communication/social skills and confidence and we use techniques to get children to become self-motivated and willing to give things a try through demonstration, encouragement and positive feedback.

Relevant Legislation:

- Education and Care Services National Law 2010
- Education and care Services National regulations 2011

Key Resources:

- National Quality standards 2018
- Guide to the National Quality Framework 2018

Definitions:

- **Risk:** A situation that is possible to negotiate and may be appropriate for particular situations and children.
- **Challenge**: Something that motivates, interests or engages an individual
- **Hazard**: is something that is inherently dangerous and needs to be remedied.

Educational Outcome:
Cabonne/Blayney Family Day Care creates opportunities learning and play environments that include a range of materials and equipment with appropriate risks in their learning according to the child's current capacities, strengths and interests.

Responsibilities:

Cabonne/Blayney Family Day Care upholds the following responsibilities in relation to staff, educators, volunteers, students, families and children.

Procedures:

The Coordination Unit and Educators will:

- At all times, ensure that reasonable precautions and adequate supervision plans are in place for all children to be protected from harm and hazard.
- Ensuring that children are alerted to safety issues and encouraged to develop the skills to asses and manage risks to their own safety.

- Offering a range of challenges and experiences that reflect the breadth of ages, interests and capabilities of children who are sharing the environment.
- Encourage children to explore, discover and experiment, with experiences that are challenging and encourage children to take appropriate risks, to be supported to take on challenges and try new activities and experiences.
- Ensure a Benefit Risk Assessment has been completed to outweigh the benefits over risks, and is approved from the Principle Office prior 24 hours.
- Ensure safety is a priority in establishing play and learning environments through:
    - Ensuring correct use of equipment
    - Providing safe open-ended, loose parts play and manufactured play materials
- Ensuring the safety of all children in mixed age play environments.
- Enact effective injury management processes that may include, but are not limited to risk, identification, conducting risk benefit analysis, and risk assessment to minimise risk.
- Discuss health and safety issues with children.
- Plan learning and play environment s with appropriate levels of challenge.
- Engage children in discussions regarding the establishment of play environments. Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary to reduce risks of accident, or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.
- Every three months we carry out an accident analysis to find out where any accidents may have occurred and if there are any areas where a new risk assessment needs to be carried out or another action taken.
- Educators are always alert and aware to the children's needs, and support them as much as they can.
- Types of risky play that the children may be involved in includes using rope ladders and swings and building and using balancing beams using natural materials such as wood and tree stumps.

The children are supervised carefully when such activities are taking place, however staff intervene as little as possible and observe the situations before taking action

Advertising

RATIONALE: To ensure the service is promoted professionally in an ethical and positive manner, and reflects the philosophy of the service.

POLICY STATEMENT

Family Day Care Providers are self-employed childcare providers, operating their business under the approved provider Cabonne Council. All advertising and promotional material used to endorse any aspect of Cabonne/Blayney Family Day Care must be professional and endorsed by the Nominated Supervisor (or representative) of the service.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

Cabonne Council will:

- Ensure the policies of the service meet the relevant legislative requirements in regard to promotion and advertising of the service.

The Coordination Unit will:

- Ensure the Advertising Policy for the service reflects the best interests of the service within the community.
- Develop advertising material for the service.
- Advertise the service regularly using a variety of media.
- Participate in promotional activities regularly.
- Support Educators to develop advertising and promotional material, if requested
- Respond to requests for media coverage for special occasions and events, in line with Cabonne Council's procedures.

Educators will:

- Promote the service to the wider community in a positive manner at all times.
- Ensure the CABONNE/BLAYNEY FAMILY DAY CARE logo appears on all individual advertising materials developed and is not altered in any format, according to Sect

104 of the Education and Care Services National Law 2010 which states: *"104 Offence to advertise education and care service without service approval. A person must not knowingly publish or cause to be published an advertisement for an education and care service unless it is an approved education and care service."*

- Ensure all advertising and promotional material used to promote any aspect of Cabonne/Blayney Family Day Care is endorsed by the Nominated Supervisor (or representative) of the service.
- If using Facebook or other social media sites to advertise a Family Day Care business a separate business page must be set up. Obtain written authorisation from the parent/guardian of each child in care before using any information regarding their child on any social media site. This authorisation should include any restrictions the child's parents/guardian wishes to make and be updated annually.
- Educators must not advertise vacancies or other CBFDC business relevant items on personal social media sites, without permission from the Service.

Assessment of Family Day Care Residences and Approved Venues

RATIONALE: Cabonne/Blayney Family Day Care acknowledges the importance of assessing and reassessing the suitability of Educators environments. The Service will develop practices to initially assess and reassess Educators venues and to train educators in this process

POLICY STATEMENT

The physical environment plays a critical role in keeping children safe, reducing the risk of unintentional injuries, contributing to their wellbeing, happiness, creativity and developing independence, and determining the quality of the children's learning.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Australian Government Department of Education Childcare service handbook 2017-2018.

PROCEDURES

The Coordination Unit will:

- Develop the Educator Workplace Health and Safety Audit (EWSA) based on the requirements of the National Law and Regulation to use in the assessment and re-assessment of FDC residences and approved venues.
- Develop a procedure for the completion of the EWSA by Educators on an ongoing basis. This must be completed annually in March, in conjunction with FDC staff and the educator.

Educators will:

- Consistently conduct safety checks and monitor the maintenance of buildings and equipment.
- Follow safety advice from recognised authorities and manufacturers.
- Develop a schedule for cleaning toys and all equipment and document.
- Ensure all equipment used complies with Australian Standards.

- Inform the Service in writing of any proposed renovations to the residence or venue (at least 2 weeks before).
- Inform the Service of any changes to the residence or venue which will affect the education and care provided to the children at the service.
- Ensure premises, furniture and equipment are safe clean and well maintained.
- Complete the annual EWSA and six monthly EWSA.
- Comply with the EWSA requirements at all times the education and care service is operating.

Version: 1

Child Enrolment

RATIONALE: To ensure Cabonne/Blayney Family Day Care manages children's enrolments in a manner that ensures the placement of a child into care is in accordance with all government legislative and regulatory requirements. Educators will provide children and families with an orientation process for their individual service

POLICY STATEMENT

The most successful placements of children into Family Day Care are when there is a match between the needs of the child, family expectations and the Educator's ability and willingness to meet the individual needs of the child. It is the role of the Service to implement systems and practices that allow for placements to occur in a fair and ethical manner. It is also important that placements are made as quickly as possible to ensure Educators are given every opportunity to fill a vacancy and for families to find suitable childcare.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Privacy and Personal Information Protection Act 1998
- Health records and privacy information Act 2002

PROCEDURES

1. Priority of Access

The Australian Government has determined Priority of Access guidelines for allocating places in
Children's Services. These guidelines are set out in the following levels of priority.
Priority 1 - A child at risk of serious abuse or neglect.
Priority 2 - A child of a single parent who satisfies, or of parents 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 each category mentioned above, the following Children are given priority (these are not in priority order as children may fall into more than one category):

- Children in Aboriginal or Torres Strait Islander families;
- Children in families which include a person with a disability;
- Children in families on low incomes;
- Children in families from culturally and linguistically diverse backgrounds;
- Children in socially isolated families;
- Children of single families.

In addition to legislative Priority of Access Guidelines the Service Priority of Access Guidelines are as follows:

- Existing families that need to change Educators or have a sibling starting care;
- Families in an "emergency/at risk" situation and/or low income families may be given overall priority;
- Educators will develop an orientation process for families and children when they first enter their individual service. This will include developing a business folder for interviewing new families and settling new children into care information

2. Placement Register

The Service will:

- Maintain a register of families requiring care i.e. Placement Register;
- Provide information to families at the time of registration with the service on the procedures for placing children into Family Day Care;
- Review and update the Placement Register on a regular basis.

3. Educator Vacancies

The Service will:

- Maintain an up to date register of Educator vacancies.
- Develop and implement systems to ensure information on Educator vacancies is current.
- Refer families to Educators taking into consideration the needs of the child, family and the Educator.

4. Hours of Operation

The scheme complies with the Child Care Service Handbook, and this information is related to families in a number of ways (e.g. Parent Handbook).

5. Entitlements

The Service provides information to families in regard to entitlements for which they may be eligible. (I.e. Child Care Subsidy).

6. Number of Educators a family will be referred to

Where possible, families will be referred to more than one Educator who may be able to meet their childcare requirements, to enable choice of Educator.

Child Protection Policy: Service

RATIONALE:
Every child has a right to be cared for in a safe secure environment at all times. It is important that every child coming into care is kept safe and is nurtured, has their emotional and physical needs met, and has issues relating to child abuse dealt with in a sensitive and reassuring manner. It is the legal and moral obligation of all adults who work within Cabonne/Blayney FDC to ensure the safety and wellbeing of all children in our care.

POLICY STATEMENT:
Cabonne/Blayney FDC will implement and review procedures in accordance with the NSW Child Protection Legislation to ensure that all stakeholders within the childcare service are informed of their responsibilities in child protection matters.

The safety and welfare of all children is of paramount importance. All Stakeholders have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be of significant risk of harm. Cabonne/Blayney FDC will carry out the responsibilities of Mandatory Reporters as indicated under Legislation.

RELEVANT LEGISLATION:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations under the Children (Education and Care Services) National Law 2011
- The NSW Commission for Children and Young People Act 1998
- The NSW Ombudsman's Act 1974
- Child Protection Legislation Amendment Act 2003
- Children and Young Persons (Care and Protection) Act 1998
- Child Protection (Working with Children) Act 2012
- Education and Care Services National Regulations Regulation 84
- "Keep Them Safe: A shared approach to child wellbeing", NSW Government www.keepthemsafe.nsw.gov.au
- Children Legislation Amendment (Wood Inquiry Recommendations)Act 2009 No 13

- Child Protection (Working with children)Regulation 2013
- Ombudsman Amendment (Child Protection and Community Services)Act 1998
- Health records and privacy information Act 2002

KEY RESOURCES:

- NSW Community Services Helpline 13 3627 (Mandatory reporters line only)
- Guide to The National Quality Framework 2018
- NSW Ombudsman's Office: 1800 451 524
- NSW Community Services *Keep Them Safe* Information Sessions 2009/10
- www.keepthemsafe.nsw.gov.au

Definitions

'At risk of significant harm' - in relation to a child or young person means that there are current concerns for their safety, welfare or wellbeing because of the presence to a **significant extent** of any one or more of the following circumstances:

- The child's or young person's basic physical or psychological needs are not being met or at risk of not being met;
- The parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive medical care;
- Any such circumstances may relate to a single act or omission or to a series of acts or omissions.
- In the case of a child or young person who is required to attend school in accordance with the Education Act 1990 - the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive and education in accordance with that Act;
- The child or young person has been, or is at risk of being, physically or sexually abused or ill-treated
- The child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm;
- A parent or other caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is at risk of suffering serious psychological harm; or
- The child was the subject of a pre-natal report under section 25 of the Children and Young Persons Care and Protection Act 1998 and the birth mother of the child did not engage successfully with the support services to eliminate, or minimise to the lowest level reasonably practical, the risk factors that gave rise to the report.

'**Reasonable grounds'** - means that you suspect a child may be at risk of significant harm based on:

- Your observations of the child, young person or family; or
- What the child, young person, parent or another person has told you. It does not mean that you are required to confirm your suspicions or have clear proof before making a report.

INVESTIGATIONS All aspects of a Child Protection investigation will be conducted with confidentiality, procedural fairness and natural justice, as specified in Cabonne Council and Cabonne/Blayney Family Day Care and Grievance Handling Policy.

More information and the Mandatory Reporter Guide is available at the Child Story Reporter website https://reporter.childstory.nsw.gov.au

Practices

ROLE OF THE APPROVED PROVIDER

- With the support of the Co-ordination Unit Staff, if required will:
- Undertake an internal investigation to determine appropriate action to be taken in relation to a report against an Educator or Co-ordination Unit Staff
- Ensure a report is made of any reportable allegations to the Department of Family and Community Services, and/or Police and, in the case of an allegation against an Educator or Co-ordination Unit Staff, to the Ombudsman's office within the specified timeframe (30) days.
- Provide a final report to the Ombudsman's Office and other appropriate agencies e.g: NSW Commission for Children and Young People, if the report is against a Staff Member or an Educator

ROLE OF THE COORDINATION UNIT STAFF

- In the area of child protection, the Coordination unit Staff will:
- Support the Approved Provider with reporting child protection matters if requested
- Report to the Department of Family and Community Services where there is reasonable grounds to suspect a child is at significant risk of harm.
- Document all areas of concern in relation to child protection (record keeping)
- Maintain confidentiality –see *Confidentiality of Records Policy* Protect the well-being of the children by acting sensitively in matters of child protection
- Work in collaboration with other agencies and organisations to ensure children's safety and wellbeing is supported.
- Support Educators, and/or Families, when a child protection incident occurs.
- Conduct investigations when required in a sensitive and respectful manner.

- Provide information to Educators and Families in relation to the Cabonne/Blayney FDC Child Protection Policy and related information.
- Provide Educators with access to the Mandatory Reporters Guide (MRG) and other relevant information from the "Keep Them Safe" action plan.
- Conduct themselves professionally, as a role model and in the best interests of the protection of children from harm, using the child focused response to disclosure guidelines.
- Keep informed of current Child Protection matters by participating in professional development every 2 years.
- Offer regular professional development on child protection to Educators.

ROLE OF THE FAMILY DAY CARE EDUCATOR

- Ensure that no improper relationship is established with a child by spending inappropriate special time with a child, inappropriately giving gifts, showing special favours or asking a child to keep a relationship or secret to himself or herself.
- Ensure there is no inappropriate physical contact with a child, undressing in front of a child or any discussion of a sexual nature.
- Utilise the Mandatory Reporters Guide from the Child Story Reporter website to inform decisions about whether a child is at risk of significant harm.
- Provide the Approved Provider and the Co-ordination Unit staff with information, if required to complete Child Protection reports.
- Report to Community Services Mandatory Reporters helpline 13 36 27 where there is reasonable grounds to suspect a child is at risk of significant harm.
- Document all areas of concern in relation to Child Protection (record keeping).
- Maintain confidentiality – see Confidentiality of Records Policy
- Protect the wellbeing of the children by acting sensitively in matters of Child Protection.
- Conduct themselves professionally and in the best interests of the protection of children from harm, using the child focused response to disclosure guidelines.

- Seek advice from the Co-ordination Unit staff or other professionals in matters relating to Child Protection and when making a child protection report.
- Keep informed of current Child Protection matters by participating in Professional Development at least every 2 years and complete the Child Safe Workshop from Children's Guardian.
- Work in collaboration with the Co-ordination Unit and other agencies as required according to the "Keep Them Safe" guidelines.
- Ensure family members and visitors are fit and proper to attend the education and care service and are aware of child protection responsibilities.
- Implement Protective Behaviours programs with the children in care as appropriate, and inform families.
- Ensure all visitors sign the Visitors register.
- Provide adequate supervision of children at all times to protect children from risk of significant harm.

Families are encouraged to:

- Read the Child Protection Policy of the service.
- Report any concerns of a child being at risk of significant harm whilst in care to the Educator or Co-ordination Unit.
- Abide by the decisions of the Nominated Supervisor or delegated staff member of the service in relation to the placement of the child into care, if requested.
- Remain confidential and respect the privacy of those involved in any incident that may occur.
- Seek support and advice from Co-ordination Unit staff if required

If a child discloses to you that abuse is occurring:

- Listen to the child (let the child speak, do not talk for them)
- Use a calm reassuring voice at the child's level.
- Don't ask leading questions or pry.
- Believe the child.
- Don't make promises you can't keep. Don't try to make it better.
- Comfort the child.
- Avoid expressing doubt, judgement or shock.
- Convey the messages that it is not their fault, it was the right to tell, it's not OK for adults to harm children, they are not alone, it happens to others to.
- Tell them that you need to talk to other people whose jobs it is to help children to be safe.
- In the case of any abuse or neglect- do not alert the alleged offender about the disclosure.

INFORMATION EXCHANGE

In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.

The Children's Legislation Amendment (Wood Inquiry Recommendations) Act 2009 expands the information sharing provisions of the Children and Young Persons (Care and Protection) Act 1998 to allow a freer exchange of information between prescribed bodies (Government agencies and non-government organisations) relating to a child or young person's safety, welfare or wellbeing. Certain agencies can share information regarding the safety, welfare and wellbeing of children and young people and their families/Educators without their consent; however, where possible, client consent should be sought.

A Child focused response to disclosures guideline:

- Find a private place to talk

- Listen without interrupting or criticising
- Take their fears and concerns seriously
- Acknowledge impact of the disclosure and be aware of cultural implications
- Be aware of your own emotions toward the disclosure and be non-judgemental
- Do not ask leading questions
- Focus on the child's needs
- Do not make promises you can't keep

The information requested or provided **must** relate to the safety, welfare or wellbeing of the child. Information includes:

- A child or young person's history or circumstances
- A parent or other family member, significant or relevant relationship
- The agency's work now and in the past

Ring 000 immediately if there is a life-threatening situation.

Child Safe Policy

RATIONALE: Cabonne/Blayney Family Day Care is committed to child safety and wellbeing that's embedded into our service. We support the active participation of children in our service, and listen to the children's views and respect what they say.

POLICY STATEMENT: Our FDC provides an open, welcoming and safe environment for all children enrolled in our service. We provide high quality education and care for children that is safe for each child. All educators, educators' families and staff are responsible for ensuring children are safe in our service. One of the ways we do this is by following this code of behaviour.

KEY RESOURCES

- NSW Office of the Children's Guardian
- NSW Family Day Care Association

Code

Do:

- Take all reasonable steps to protect children from abuse
- Have boundaries around conduct with children
- Help children learn protective behaviours
- Report and act on all complaints of abuse to [insert name of Child Safe Officer]
- Fully include all children in our service
- Educate children about their rights
- Assist children to develop skills around dressing and toileting themselves

- Inform families and coordinators when visitors are staying at the service
- Treat children at our service with the same amount of care as we would our own

Don't:

- Put children at risk of abuse
- Be unnecessarily physical with children
- Have discussions of a mature or adult nature when children are there
- Develop special relationships with individual children
- Discriminate against children or express personal views on cultures, race or sexuality/
- Leave children alone with members of educator's families or visitors to educator's houses
- Assist children with changing and toileting when they no longer need assistance
- Have contact with a child or their family outside of our organization.

Children's Services

Policy Title: Children's Services

Rationale: To play a major role within the community in supporting the provision of Services which address the care, support and education of children in the Cabonne/Blayney Shire.
To ensure that Children's Services provided by Council continue to effectively meet the needs of children and their Educators in the Cabonne/Blayney Shire.

Introduction: Local Government is well positioned to perform a range of important functions in the provision and stewardship of children's services. Cabonne Council has had a strong and influential role in the planning, development, provision and support of children's and family services over a long period.

Policy Details: Cabonne Council endorses the following Policy Framework, which acknowledges that:

- Children's best interests are the primary consideration in the provision of services;
- Children have the right to care and education for individual development and participation in society;
- High quality children's services and education is an investment, which develops and enhances the social, spiritual and economic wellbeing of the entire community.
- Community participation in decisions about services for families and children is essential for the development of responsive services that meet local needs;

- Cabonne Council is committed to ensuring the availability of a range of responsive and quality children's services to the community by provision of land, buildings and office space, employment of staff, application of government funds, providing financial advice and participating in management of individual services.

Policy Outcomes: Cabonne Council establishes this policy to:

- Strengthen, support and promote the provision of affordable quality childcare;
- Ensure services are staffed by skilled and suitably qualified workers;
- Ensure continued accessibility of children's services to all potential users, including children with special needs, low income families, families from diverse cultural backgrounds and Torres Strait Islander and Aboriginal families;
- Ensure continuous quality improvement of Council provided childcare services;
- Identify options open to Council for future development of additional children's services
- Continue to extend support to families;
- Acknowledge Cabonne Council's support of children's services.

References:

- Investing in the Early Years - a National Early Childhood Strategy, Council of Australian Governments.
- The Early Years Learning Frameworks – Being, Belonging and Becoming and My Time Our Place for School Aged Children.
- UN Convention on the Rights of the Child.

Closing and Opening an Existing Family Day Care Business

RATIONAL: To ensure the Service is aware of the operation of Approved Educators.

POLICY STATEMENT

It is important that the Approved Provider of the childcare service is aware of the operations of Approved Educators. This allows the service to ensure Educators are operating within the legislative and policy requirements at all times and to ensure families are aware of changes to care requirements. The requirements for short term closure of business will be less than for those Educators closing their business for extended periods of time.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2011 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURE

For closures less than a 2 week period:

- Educators are to notify the Service, by phone or in writing of when they intend to close their business and when they intend to re-open their business;
- Educators are to notify the Service if these dates change prior to reopening their childcare business.

For closures more than a 2 week period:

- Educators are to notify the Service in writing (Closure of Business Form provided by the service) at least one week prior to closure (if possible), advising of closure and reopening dates. For any occurrence of closure where the health status of the Educator has changed e.g. illness, medical procedure or birth of a child, a doctor's certificate may be requested by the Service before the Educator can reopen their business.
- Closures of more than 12 months will result in the Educator's name being removed from the Family Day Care Register.
- In all cases of an Educator being unavailable to provide childcare, Educators will notify families by phone or in writing of their closure period (dates) and refer them to the Service for alternative care.
- In all cases when an Educator closes their service for any period of time the Educator must ensure that the Workplace Health Safety Audit will be reviewed and the premises will be compliant to this document before the Educator reopens their business.
- When the closure is for more than a 2 week period Service staff will review the HIS with the Educator.

Code of Conduct

RATIONALE: To ensure all stakeholders are clear about their responsibilities in relation to one another and to the families and children using the service.

Management (Cabonne Council representatives) agree to:

- Enter into an agreement with the Australian Government to operate the service within the requirements of the Children's Services Handbook.
- Make decisions appropriate to those of the approved provider of the service.
- Participate in Professional Development.
- Support the Service staff in the operation of the service in meeting the Commonwealth and State Legislative requirements.
- Recruit and select suitable persons to operate the Cabonne/Blayney Family Day Care Service.
- Provide a safe workplace for the Service staff.
- Provide support and direction to the service in strategic planning.
- Pass relevant information on to the Service in a timely manner.

The Coordination Unit agree to:

- Actively promote Family Day Care to the wider community.
- Administer the Child Care Subsidy claims on behalf of the families, Educators and the Family Assistance Office.
- Monitor the provision of quality childcare, including compliance with the Children (Education and Care Services National Law Application) Bill 2010 and the Education and Care Services National Regulations 2011.

- Develop and review Policies, Guidelines and Procedures through a process of consultation with all stakeholders.
- Implement anti-bias practices in the workplace and promote diversity.
- Maintain a safe workplace for people that enter the workplace.
- Communicate in a positive and respectful manner to all staff, Educators, families, children and others who interact with the Service.
- Provide Professional Development and resources to Educators and families on Early Childhood matters.
- Pass relevant information on to Educators in a timely manner.
- Be trained in recognising and responding to Child Protection situations.
- Participate in Professional Development and self-improvement practices.
- Provide opportunities for feedback and improvement.
- Conduct visits to Educators.
- Provide Play session opportunities for Educators and the children in care.

Educators agree to:

- Actively promote Family Day Care to the wider community.
- Operate as a self-employed business operator.
- Abide by the Cabonne/Blayney Family Day Care Educator's Agreement.
- Ensure other family and other household members are aware of their roles as per the Guideline "The Roles of Educator's Families and other Household Members".
- Communicate in a positive and respectful manner with families, children, Educators and staff.
- Pass relevant information on to families in a timely manner.
- Implement anti-bias practices in their childcare environment and promote diversity.
- Maintain a safe workplace.
- Encourage each child to develop their potential to gain independence and positive self- esteem.
- Guide children towards positive and responsible behaviour.
- Be trained in responding to Child Protection situations.
- Participate in Professional Development and self-improvement practices.
- Educators who breach the Code of Conduct may be removed from the Register of Approved Educators at the discretion of the Approved Provider and/or Nominated Supervisor.
- Educators will be familiar with the legislation and statutory documents that apply to their role with children, families and other staff in the Service.
- Educators will be familiar with the ECA Code of Ethics and service philosophy.
- Maintain their knowledge of the broad legislation and conventions that apply to their role with children, families and their team.
- Demonstrate an ongoing engagement with the principles outlined in The Early Years Learning Frameworks and the ethical requirements in the National Quality Standards.
- Use staff meetings to critically reflect on practices in relation to continuing improvement.

Collaborative Partnerships with Families

RATIONALE: Cabonne Family Day Care acknowledges collaborative relationships with families are fundamental to achieving quality outcomes for children. Educators and Service staff will actively and intentionally provide opportunities for families to be involved in the planning and development of the service, as well as in the activities for children.

POLICY STATEMENT

Collaborative partnerships can be assisted and supported through the active participation of families in the service. Through casual conversation, formal surveys and other opportunities for feedback from families, the service will be able to ensure it meets the needs of families. Families need to be familiar with current practices to provide constructive feedback on improvements. This responsibility falls with both the Service staff and the Educator.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

Approved Provider Cabonne Council will:

- Ensure the Service is inclusive of all stakeholders in policy development and consultation within the service.

Service Staff will:

- Offer individual parent information sessions when families commence with the service;
- Communicate service news to families through regular newsletters;
- Provide opportunities to families to offer feedback and/or comments on the service;
- Invite families to be part of consultation groups and to attend Professional Development that may be relevant to families;
- Organise regular social functions that are inclusive of families e.g. BBQ at the Botanic Gardens.

Educators will:

- Make time to talk with families about their child's care and development in Family Day Care;
- Keep families informed about the activities of the children in care through a weekly written program;
- Provide opportunities for families to become familiar with the service they provide to the children;
- Ask families for feedback on the quality of care the children are receiving and ideas for future programming/activities and procedures;
- Invite families to attend Family Day Care outings with their children e.g. children's Christmas party;
- Respect the opinions of families in regard to the way they would like their child cared for, and if this is not practical, for the Educator to be sensitive in the way they address these differences in care requirements/provision.

Families are encouraged to:

- Provide information to their child's Educator that will assist in the smooth transition to childcare for the child and family.
- Be involved in the activities of their child and Family Day Care when invited to participate.
- Take time to talk to their Educator about their child's activities and progress in Family Day Care, and to be interested in the Educator's weekly program for the children.
- Provide constructive feedback to Educators and the service about matters that can be improved in Family Day Care, either at Educator or Service level.
- Read family newsletters and information forwarded from the Service or from the Educator.

Complaint Handling Policy

RATIONALE: Cabonne/Blayney Family Day Care will ensure families, educators and staff of the Service are able to raise and have resolved any complaint/Grievance they may have regarding the service without fear of retribution.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the right for all persons to be able to state their views and have them heard. It is important to ensure complaints are resolved by discussion and negotiation between the parties concerned. A mediating problem-solving approach should be adopted with efforts made to encourage constructive communication between the parties involved.

A complaint is any matter related to work or the work environment that is causing concern or distress to any individual or group of individuals. Complaints may arise from any act, situation, discussion or omission, which may be considered unfair, discriminatory or unjust. The practices will be made freely available to all stakeholders in an easily understood format. Records will be kept of complaints raised, action taken, outcomes reached, method of resolution and feed-back from the originating person.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011 Clause 168.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 4, Quality Area 7.
- Guide to the National Quality Framework 2018 (ACECQA).
- Australian Government Department of Education Current CCS Handbook.

PROCEDURE

How is feedback encouraged?

Cabonne/Blayney Family Day Care Service encourages feedback in a number of ways, both formal and informal. For example, the Parent Handbook incorporates invitations to provide feedback and information about the service's complaints policy and procedures. Information about the importance of encouraging feedback is included in the Educator Manual as is detail of the service's complaints management system.
Feedback is sought using a variety of methods including a complaints form, feedback surveys, and interviews with parents, one-on-one contact with educators and exit interviews with parents. In addition, feedback is routinely sought in conversations with parents and educators.
The service actively promotes a positive attitude to complaints amongst its personnel. All service personnel are trained in client service and complaints management, including conflict resolution. Their knowledge and practice with respect to these areas are regularly reviewed in line with quality assurance guidelines.

How can a complaint be made?

Both verbal and written complaints are accepted. A complaints form is used to record complaints, whether formal or informal.

Who can make a complaint?

Complaints can be made by parents and families, school age children, members of the community, and service personnel in their capacity as private citizens.

What does the service do when it receives a complaint?
All complaints, whether verbal or written, are formally acknowledged within 5 working days. Complainants will be informed of the stages involved in investigating their complaint and wherever possible realistic timeframes will be communicated to them. Follow up is important and complainants will be informed of the progress of their complaint. Open and honest communication is essential even when there is little or no new information to report. Complaints must be handled as quickly as possible in order to avoid the complaint escalating and becoming more serious.

Personnel about whom a complaint is made will be informed about the complaint and have the opportunity to respond. In addition, they will be informed of their right to seek assistance from a support person. They will also be regularly informed as to the progress of the complaint.

Documentation
All concerns and complaints, whether formal or informal, are recorded on the complaints form. All communication with parties to the complaint will be carefully recorded, particularly if communication takes place by telephone or in person. The outcome of each complaint will also be clearly recorded.

All files concerning complaints are stored in a secure fashion in order to preserve confidentiality.

Managing a Complaint

Where possible, complaints will be dealt with immediately, by the child's educator as this is usually the person with the closest relationship with the family. If the complaint is about an issue that the educator considers to be outside their control, or the family does not feel they wish to share it with the educator, the complainant will be directed to the appropriate person for their complaint to be resolved.
Where an educator believes they will have to share a confidence with another person in order to resolve and issue, or of the nature of a complaint requires that a third party has to be informed in order to meet legislative requirements, they will inform the family of the need prior to any further discussions on the matter.

- The complaint will be documented and any legal requirements in relation to the complaint considered, such as the need to notify regulatory authorities.
- The complainant will be asked to provide information regarding how the situation could be rectified to their satisfaction.
- If possible, the problem will be resolved immediately. If this is not possible, the complainant will be advised that the issue will be given high priority and dealt with as soon as possible.
- If the issues are complex the complainant will be asked to put their concerns in writing.
- Where mediation is required all parties will have the right to agree to the appointment of the mediator.

Notifiable Complaint
Complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached must be reported by the Approved Provider to the Regulatory Authority within 14 days of the complaint being made (Section 174(2) (b), Regulation 176(2) (b)). Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint

- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- Any other relevant information.
- Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au

PRACTICES

Step 1

It is expected the complaint should initially be discussed with the person concerned. Every effort should be made to resolve the complaint at this level before moving on to the following steps.

A. Between Family and Educator/Staff

Step 2

If the complaint is not resolved satisfactorily either party can bring the matter to the attention of the Senior Support Co-ordinator to assist in the resolution of the matter.

Step 3

Any complaint, which has been fully discussed between the Senior Support Co-ordinator and the parties involved and is still unresolved, can be referred for further mediation to the Nominated Supervisor or a representative of the Approved Provider, Cabonne Council.

B. Between the Educator and Service Staff

Step 1

The Educator has the right to approach the staff member concerned and to expect to have the complaint addressed in an understanding and sensitive manner.

Step 2

If unresolved the Educator can contact the Cabonne/Blayney Family Day Care Senior Support Co-ordinator or Approved Provider who will attempt to find a resolution or an acceptable compromise by both parties.

Step 3

Families can make a complaint directly to the Regulator Authority where the complaint alleges that:

- The safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service.
- The relevant legislation has been contravened.
- Contact details are available in the family hand book and displayed in the foyer of the service.

C. Between the Service and the Educator

a. In the event the service is dissatisfied with an Educator, or if a complaint is made by a family, staff member or community member, the complaint must be notified to the Educator verbally by the Senior Support Co-ordinator or a delegated representative.

b. If the complaint relates to a breach of the Law or Regulations or of special conditions of the service, the Senior Support Co-ordinator will investigate the circumstances and organise the issue to be discussed with the Educator.

c. An action plan will be developed with the Educator to offer training to ensure future compliance.

d. The Educator will be warned of future non-compliance with the Law and/or Regulations and/or conditions of the service, may result in deregistration proceedings.

e. If the Educator contravenes the Law or Regulations or conditions again, the Senior Support Co-ordinator, or delegated representative of the service will report to the Approved Provider and de-registration may be recommended.

f. The Approved Provider will advise the Educator if s/he has been removed from the Family Day care register and the reasons for this course of action.

g. The Approved Provider will advise the Department of Education and Communities in writing the date from which the Educator is no longer registered with the service.

The Education and Care Services National Law 2010 (Section 174) states:
"An Approved Provider must notify the Regulatory Authority of the following information in relation to an approved education and care service operated by the Approved Provider-
a) Any serious incident at the approved education and care service;
b) Complaints alleging:
i) That the safety, health and wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service; or
ii) That the Law has been contravened.

h. The contact number for questions on Family Day Care Educators rights to appeal to the Administration Decisions Tribunal is (02) 97 162 100 or www.lawlink.nsw.gov.au/adt.

D. Between Educator and Educator

Step 1
Discuss with the person concerned and attempt to resolve the complaint.
Step 2
If unresolved the Educator can contact the Senior Support Co-ordinator or another Service staff member who will attempt to find a resolution or an acceptable compromise by both parties.
Step 3
If still unresolved the Educator may refer the matter to the Cabonne Council Manager of Community Services, the NSW FDC Association or NSW Educators' Association for further mediation.

E. Between Service Staff

Step 1
In the first instance the employees shall attempt to resolve the complaint between them.
Step 2
If the complaint is still unresolved the complaint can be referred to the Senior Support Coordinator or Nominated Supervisor of the service for mediation.
Step 3
If still unresolved, the Senior Support Co-ordinator or a delegate, in consultation with the parties involved, will determine the next course of action. This may necessitate the involvement of the representative of the Approved Provider.

Review
The complaints management system is reviewed every 18 months to ensure its continued effectiveness. The Nominated Supervisor is responsible for this process. Complaints will be monitored and their management evaluated in order to identify systematic or recurring issues and make appropriate improvements.

Completion of Educator Health and Workplace Safety Audit

BACKGROUND

Workplace Safety is of high importance in Family Day Care. Under the Workplace Health & Safety Act 2011, it is the Educators responsibility to:

1. Identify hazards in the home.
2. Assess the level of risk of the hazard.
3. Eliminate or control the risk.

The EWSA has been developed as a tool to assist Approved Educators in meeting their regulatory and Work Health and Safety responsibilities of providing a safe childcare environment. The areas listed on the EWSA have been identified as a possible safety risk to children if not managed appropriately.

It is the responsibility of the Educator to develop a risk management plan for any identified hazard in the Educator's work environment and note this plan on the audit. Educators need to also provide a floor plan of their home and outdoor play area which clearly indicates which areas will be used for the Educator's childcare business and have accordingly had all safety matters addressed. It is important that this floor plan is updated with the Service if the areas of usage change (both for insurance and regulatory purposes).

Educators own children, not included in the childcare numbers, and other household members may enter those areas not accessible to FDC Children. Educators own school age children may also enter these areas at the Educator's discretion. Children under 13 years must still be included in Educator ratios. Educators and children are not to enter any area of the home which has not been designated as being used for the childcare business during the operational hours of the business. It is a regulatory requirement that the home environment is safe, and a Work Health and Safety requirement that Educators develop a risk management plan for any identified hazards in the workplace (home environment). This can be documented on the EWSA.

Educators are encouraged to complete the form by the due dates, as non-compliance with safety requirements may necessitate a close of the Educators business until such time as an assessment of the safety of the home has been completed.

PROCESS

- The service will distribute the Educator Workplace Safety Audit to all Educators in March annually.
- Educators are to complete the form by ticking they are compliant and writing how compliance is met in terms of each individual Regulation or hazard (If required). Some items may be documented N/A.
- The Educator Workplace Safety Audit is to be signed off by Service Staff as being complete.
- The original will remain with the Educator and a copy retained at the Service.
- If areas are identified as non-compliant the Educator must address immediately. An action plan will be developed with the Educator and the Support Co-ordinator. All action plans will be discussed with the Support Co-ordinator.
- The EWSA must be completed on a six monthly basis with a copy being provided to the service.

It is recommended that the Educator also conducts a daily visual check upon the workplace prior to the Service opening.

Confidentiality of Records

RATIONALE: To ensure the Approved Provider, Service staff and Educators are clear about the requirements in relation to confidentiality of records of the service, or information obtained concerning:

- The children in care
- Staff and their families
- Educators and their families
- Families of the children in care or registered with the service

POLICY STATEMENT

Family Day Care staff and Educators, through their normal work situations, are privy to personal information about each other, the children and families in care. It is of utmost importance that this information is handled with respect and kept confidential where necessary. Privacy laws legislate for the protection of individuals regarding their personal information.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011(Clause 181) Childcare Service Handbook 2017-2018 (DEEWR).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011 (ACECQA).
- National Quality Standards 2018(ACECQA) - Quality Area 6
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018(DEEWR).

PRACTICES

The Coordination Unit and Educators are required to:

- Exercise confidentiality as a standard approach when developing and implementing policies and procedures; and
- Be sensitive to the rights of Service staff, families and Educators to have information of a personal nature handled in a tactful, secure and discreet manner.
- Ensure any information is not divulged or communicated, directly or indirectly to another person unless:-
  - Educators require the information for the education and care of the child
  - Medical personnel require the information for medical treatment of the child
  - The parent of the child requests the information
  - A regulatory officer requests the information

PROCEDURES

Verbal Information

- Any information obtained by Educators or staff in relation to the Educators, staff or the families of children enrolled for the service must be treated confidentially.
- Only information which is relevant to providing quality care for a child needs to be discussed between the Educator and Service.
- Provide families with information on the Complaints and Feedback procedure if any privacy or confidentially procedure has been breached. Individuals can make a

complaint to the Approved Provider if they believe there has been a breach of their privacy in relation to the Privacy principles. The breach will be assessed by the Approved Provider within 14 days. Where the information collected is incorrect, the information will be corrected. Where a serious breach of privacy is found, appropriate actions will be negotiated between the Approved Provider and the individual to resolve the situation, in line with the Complaints and Feedback procedure.

- Staff and Educators need to be aware it is not appropriate for them to discuss children in care with people other than the child's families, Service or Educator.
- It is important Educators do not refer to a child by name when discussing an incident, which has occurred as part of their Family Day Care business, with another Educator, family or member of the public.

Records

- Personal information in written records will be kept securely by storing records confidentially in a safe and secure area.
- Thorough destruction or secure disposal of records after the elapse of the mandatory period of retention will also be practised.
- Educators must not be performing other duties while supervising children. This includes social networking sites and internet usage not directly related to the care and supervision of children in attendance at the service.
- The Service will ensure no information or images are used on the service website without written permission from families to use that piece of information or image.
- The Service will maintain a current website with information to promote the service and Educators in a positive, professional manner at all times.
- Ensure that education and care service records, personnel records, CCS information and children's and families information is stored securely reducing the chance of unauthorised access, use or disclosure and remains private and confidential within the education and care environment at all times.
- In keeping with the Early Childhood Australia (ECA) Code of Ethics (2008), the Education and Care Services National Regulations and the Privacy Legislation, educators and staff employed by our education and care service bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service. Educators will sign a Confidentiality Statement as it relates to privacy and confidentiality of information.
- The Privacy Act has been amended requiring early childhood education and care providers to take certain steps if any personal or sensitive information they hold about families and/or children, is improperly accessed, disclosed or lost, attracting fines up to $1.8 million. This can be when Educators or Service staff have children's data on an iPad being accessed at a party or left on a train and not logged off; Child specific information that has been left in the car and the car was stolen.
- Services will be required under the amendments to proactively protect the personal and health related data they hold and report qualifying breaches to the Office of the Australian Information Commissioner.

Families are encouraged to:

- Respect the private and confidential relationship between themselves and the Educator.
- Refrain from discussing grievances with an Educator in the public arena.
- Use the Grievance Handling Policy when issues arise.
- Promote the service positively at all times.

Customer Service and Satisfaction

RATIONALE*:* To maintain high quality service standards and ensure Cabonne/Blayney Family Day Care receives regular feedback from all stakeholders about the delivery of the service.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges maintaining and improving Service Quality for all stakeholders is a huge priority. The service operates under the National Quality Framework. Service Quality is based on ongoing evaluation of the service and improvement. Strategies need to be in place to ensure formal and informal feedback is received from all stakeholders. Cabonne/Blayney Family Day Care has a responsibility to ensure the service is accountable in terms of funding and compliance.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- National Quality Standards Areas 4, 6 and 7

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA).
- National Quality Standards 2018(ACECQA)
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).

PROCEDURES

Cabonne Council will:

- Oversee the implementation of systems to ensure stakeholders are provided with the opportunity to comment on service delivery with the aim of improving Service Quality.
- Where appropriate respond to feedback received and consider improvements as a result of the feedback.
- Refer to the Grievance Handling Policy when necessary.

The Coordination Unit will:

- Develop, conduct and maintain ongoing opportunities for all stakeholders to provide feedback on service delivery.
- Survey all stakeholders and random samples of stakeholders over different periods.
- Record and review feedback received and respond appropriately.
- Provide a variety of feedback options for all stakeholders' e.g. verbal, written surveys, email contact.
- Include feedback options for ensuring the information used to process childcare usage is accurate.

Educators will:

- Participate in opportunities to provide feedback to the service
- Support the service to collect feedback from families and other stakeholders.
- Provide accurate records and information to the Service in terms of compliance.

Families are encouraged to:

- Provide feedback to the Educator and Service in any format regarding service delivery

Dental Health

RATIONALE: To practice and promote Dental Health amongst children, families and staff and to reduce the incidence of dental cavities in young children, and facilitate the prevention and management of dental trauma in children.

POLICY STATEMENT

Educators and Service staff will promote positive dental hygiene behaviour in children and families so as to contribute to reducing the incidence of dental problems for children.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Public Health Act 1991 2010 No127.
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.
- www.nhmrc.gov.au.
- Australian Dental Association www.adansw.com.au.

Dental Health Information for Babies and Young Children

Avoid the use of:

- Bottles containing sweetened milk, fruit juices, cordials or soft drinks
- Pacifiers dipped in sweet substances (e.g. honey, jam)
- Bottles as pacifiers or using a bottle containing anything other than water to help a child fall asleep

Young babies who require bottles prior to sleeping are to be individually nursed whenever possible. Providing babies with bottles while in beds and cots increases the likelihood of potential risks to the child and therefore is not allowed.

PROCEDURES

Coordination Unit will:

- Provide resources and training for Educators on dental health practices for children.
- Record on enrolment the name, address and phone number of each child's dentist if applicable and have a contact number for an after-hours emergency dentist or dental clinic at the service.

Educators will:

- Record on enrolment the name, address and phone number of each child's dentist if applicable and have a contact number for an after-hours emergency dentist or dental clinic at the service.
- Encourage families to provide healthy foods for their children whilst in care.
- Avoid the use of:
  - ❖ sweetened milk, fruit juices, cordials or soft drinks for the children in care
  - ❖ sugary snacks or lollies
  - ❖ pacifiers dipped in sweet substances
  - ❖ Nursing bottles containing anything other than water to help a child fall asleep.
- Offer water to drink in preference to fruit juice or soft drink.
- Encourage milk drinks at meal times to help reduce caries.

- Encourage healthy snacks such as vegetables, cheese, yoghurt, fruit or plain pasta (Educators should be aware of and avoid foods that are choking hazards to young children).
- Encourage cheese as a meal or snack or at least after one meal as this reduces the harmful effects of acid on the teeth.
- For children who are old enough encourage them to rinse their mouth with water after each meal or to brush their teeth.
- Report any sign of dental health problems to families e.g. swelling gums, problems with chewing, accidents or injury to teeth or gums.
- Have information available for parents about healthy teeth or a list of useful contacts to provide to families.

Families will be encouraged to:

- Provide Healthy food for their child in care.
- Promote good dental health practices with their child.

Dental Accidents/Incidents

Educators will:

- Manage as an emergency, inform the parents/family and complete an Accident/Incident Report Form.
- Not reinsert the tooth back into the socket.
- Gently rinse the tooth or tooth fragments in clean milk or clean water to remove blood and place in a clean container or wrap in cling wrap to give to the parent or dentist.
- Place a firm pad of gauze over the socket and have the child bite gently on the gauze.
- Seek dental advice as soon as possible and ensure the tooth/tooth fragments are taken to the dentist with the child within 30 minutes.
- Report incident to Service within 3 hours.

If the tooth has been in contact with dirt or soil, advise the family that tetanus prophylaxis may be required and advise them to consult with both their dentist and doctor.

Delivery and Collection of Children from the Service

RATIONALE: It is important to ensure the safety and wellbeing of children, when the responsibility of the child is being passed to and from the Educator. Clear procedures need to be in place to ensure children only leave the premises with the correct authorisation.

POLICY STATEMENT

The time when children are arriving and departing the Educator's premises or a pre-arranged venue can be hectic. It is important that families and Educators are clear when their respective responsibilities for the child start and finish. Additionally, accountability requirements for children in Commonwealth funded childcare services in Australia state that the child must be signed in and out of childcare by the person dropping off or picking up the child. Educators and families also need to be clear about the procedures for entering and leaving an Educator's home in a safe manner e.g. doors, driveways, car parking areas.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Children and Young Persons (Care and Protection) Act 1998 No 15

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA)
- Australian Government Dept of Education Childcare Service Handbook 2017-2018.

PROCEDURES

The Coordination Unit will:

- Provide professional development in Arrival and Departure Procedures at Prospective Educator training.
- Assist Educators in the development, practice and evaluation of their Handover (Arrival and Departure) Procedures.
- Promote awareness of the Arrival and Departure Procedures to families via the initial Family Enrolment interview and via newsletters.

Educators will:

- Ensure no child leaves the residence or approved family day educator venue unless:
    - ❖ They are given into the care of a parent of the child (unless prohibited by a court order);
    - ❖ They are given into the care of the authorised nominee named in the child's enrolment record (a photo ID would be required).
        - ▪ A person authorised by the parent or authorised nominee named in the child's enrolment record to collect the child (in this case photo ID would be required)
    - ❖ Taken on an excursion;
    - ❖ They require medical hospital or ambulance care or treatment;
    - ❖ There is another emergency/incident.
- Develop and distribute their own handover procedure that is appropriate for each family using their childcare service.
- Ensure attendance records are signed or electronically pinned by the person dropping the child off or picking the child up, at ALL locations where a handover occurs (e.g. play session, school).
- Physically receive the child when they arrive at the Family Day Care premises.
- Ensure that arrival and departure of school age children is in accordance with the Arrival/Departure Details Form completed by the family.

- Ensure the entrance to the Educator's premises is securely locked at all times to prevent children leaving the premises unattended and unauthorised entry of persons (Allow for an alternate exit in case of emergencies).
- Develop a handover procedure for when children are delivered or collected away from the Family Day Care premises e.g. Play session. This must be discussed by both family and Educator.
- Ensure no child leaves the home of an Educator due to an Educators personal emergency. In this case, ring the Coordination unit to organise support for the Educator.
- Ensure all gates leading to or from the premises of an Education and Care Service are designed so as to prevent children from entering or leaving the premises unsupervised at all times ie have a dog clip, child proof latch lock etc. This includes handover periods.
- Inform families of their responsibility to closely supervise children:
    - ❖ On arrival to the Educator's premises until physical handover has occurred; and
    - ❖ On departure after handover from the Educator to the family, particularly if any hazards such as driveways, glass, prickly bushes, or ponds are in the entry/access route to the handover area.
- Enter the arrival and departure times and initial or PIN if a child arrives into care unattended e.g. walking to and from school etc.(Depends upon the age of the school aged child).

Families are required to:

- Discuss and document School Child Travel Form and handover Procedures with the Educator.
- Complete attendance records indicating the exact time handover with the Educator occurred and initial/PIN the attendance record. Authorise the attendance records at the end of the week verifying the attendance record is an accurate account of the hours used and fees paid.
- Sign the attendance record at the end of the week verifying that the attendance record is an accurate account of the hours used and fees paid.
- In the case of children arriving or departing the Educator home unattended by the family, discuss the arrangements with the Educator and document and sign the agreed arrangement.
- Pick-up and deliver the child at the contracted times, unless prior notice is given of a change of times.
- Provide prior notice of an alternate person picking up a child to the Educator.
- Ensure contact information is up to date with the Educator in case of emergency.

Determining Responsible Person

RATIONALE: To ensure a responsible person is available to all stakeholders at all times when an individual Family Day Care Education and Care service is operating.

POLICY STATEMENT

Cabonne/Blayney Family Day Care will ensure a Responsible Person is physically present at the service at all times children are being educated and cared for. The Nominated Supervisor does not have to be in attendance at the service at all times, but in their absence, a person deemed responsible by the Approved Provider is to be placed in charge as the Responsible Person.
The process for determining the responsible person will be clear to all educators and staff and followed at all times. The details of the responsible person will be displayed in the office and on the responsible person register.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standard, Quality Area 4: Staffing Arrangements - 2018
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

A responsible person can be:

- The Approved Provider (a person from Cabonne Council who is in management or control of the service).
- Nominated Supervisor- this is a person with a Supervisors Certificate designated by the service as the Nominated Supervisor.
- As of 1st October 2018 Supervisor Certificates have been removed to allow service providers the autonomy to decide who can be the Responsible Person at each service.

Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider	• Ensuring there is a Responsible Person (refer to Background and Definitions) on the premises at all times the service is delivering education and care programs for children. • Ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service (National Law: Section 172). • Ensuring that the name of the Nominated Supervisor is displayed prominently at the service. • Notifying the Regulatory Authority in writing if there is a change of person in the role of Nominated Supervisor (Section 56, Regulation 35). • Ensuring that, in the absence from the service premises of a Nominated Supervisor, the Responsible Person is placed in day-to-day charge of the service. • Ensuring that the Nominated Supervisor and educators have a sound understanding of the role of Responsible Person.

Nominated Supervisor	• Providing written consent to accept the role of Nominated Supervisor. • Ensuring that, in their absence from the service premises, another Responsible Person is placed in day-to-day charge of the service. • Ensuring they have a sound understanding of the role of Responsible Person. • Ensuring that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service. • Developing rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children. • Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings.
Responsible Person	• Providing written consent to accept the role of Responsible Person. • Checking that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service • Ensuring they have a sound understanding of the role of Responsible Person. • Understanding that a Responsible Person placed in day-to-day charge of an approved service does not have the same responsibilities under the National Law as the Nominated Supervisor.
Families	• Reading and understanding this policy • Being aware of the Responsible Person on a daily basis.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service.

Emergency and Critical Incidents

RATIONALE: To provide a clear outline for all staff and Educators of how to respond to an emergency and critical incidents. Emergencies and critical incidents can occur at any time, and therefore a planned and orchestrated response is the best means of ensuring the safety of all people.

STATEMENT

Emergencies and critical incidents can vary significantly in duration. Effective emergency management involves coordinated actions that will:

- Reduce the likelihood of emergencies and critical incidents
- Minimise the impact on students, staff and site activities; and
- Facilitate the return of the site to normal operations as soon as possible

Management of emergencies and critical incidents will involve consideration of:

- Prevention and mitigation
- Preparedness for
- Response to
- Recovery from; and
- Review of emergencies and critical incidents

A critical incident may include:

- An accident
- Loss
- Death
- Natural disasters
- Violence
- Terminal illness
- Emergency situations
- Media attention
- Harassment
- Emergency First Aid
- Robbery.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Coordination Unit will:

- Provide support and information to Educators on compliance requirements for emergency and evacuation procedures;
- Provide forms to assist Educators in the recording of Emergency and Evacuation practice.
- Monitor the compliance on Support Co-ordinator visits.
- Securely store the quarterly Emergency and Evacuation record on Council's electronic record system.
- Keep this record for 2 years.

Evacuations/Lockdown

Evacuation/lockdown may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, gas leak, siege, flood, or bush fire. The emergency procedure should be short and simple.

Educators will:

- Choose an assembly area and a backup area to be used if the assembly area is unsuitable because of circumstances.
- Display emergency procedures in a visibly prominent area of the care environment (near exits).
- Practice emergency evacuation/lockdown procedures with all children at least every three months.
- Evaluate the emergency evacuation/lockdown procedures.
- Forward records of the evaluation of the emergency procedure to the office each quarter (January to March, April to June, July to September and October to December).
- Prepare the environment by having an organised environment to easily locate:
    - ❖ Sign-in sheets
    - ❖ Emergency contacts
    - ❖ Council phone numbers
    - ❖ Medication forms/box
    - ❖ First Aid Kit
    - ❖ Assembly Area

The assembly area will be:

- Well clear of the building and any area required for the access and operations of emergency services.

Environmental Sustainability

RATIONALE: As an education and care community, we encourage and increase awareness of environmental responsibilities and implement practices that contribute to a sustainable future. Children can be supported to become environmentally responsible and show respect for the environment.

POLICY STATEMENT

Cabonne/Blayney Family Day Care will ensure the environment is safe, clean and well-maintained. Children's awareness of the environment will be promoted through daily practices, resources and interactions. Sustainable practices will be encouraged within the education and care services. Educators, children and families will be encouraged to become advocates for a sustainable future.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011, Schedule 1
- National Quality Standards, Quality areas: 3.3.1, 3.3.2, 6.1.2.
- Environment Protection and Biodiversity Conservation Act 1999
- Energy Efficiency Opportunities Act 2006

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- NSW Department of Environment and Heritage www.environment.nsw.gov.au
- Department of Sustainability, Environment, Water, Population and Communities www.environment.gov.au
- Early Childhood Environmental Education Network www.eceen.org.au

PROCEDURES

The Coordination Unit will:

- Ensure the service joins the NSW Early Childhood Environmental Education Network to liaise with other education and care services and keep up to date on practices and ideas for sustainability.
- Encourage educators, families and children to engage in innovative practices and appreciate the wonder of the natural world while protecting the planet for future generations.
- Use local Council and Government departments as sources of information on sustainable practices used in the local community. They will liaise with Council and Government departments for possible grants available to put in place water and energy conservation practices in the education and care service. These may include water tanks, grey water systems, converting toilet cisterns to dual flush and converting to water saving taps.

Educators will;

- Include recycling as part of everyday practice at the education and care service. Recycling containers will be provided throughout the service. Educators will make sustainable practices a part of the daily routine. These include:
    - Recycling
    - Gardening
    - Energy conservation
    - Water conservation
    - Sustainable equipment purchases

- Role model sustainable practices.
- Discuss sustainable practices with the children and families as part of the service education and care curriculum.
- Provide information to families on sustainable practices that are implemented at the education and care service and encourage the application of these practices in the home environment.
- Share ideas between educators, children and families about sustainable ideas, implementation and resources. This can be done at parent interviews, through emails, newsletters and conversations.
- Role model energy and water conservation practices of turning off lights and air-conditioning when a room is not in use. Emptying water play containers onto grass areas, turning taps off when not in use etc.
- Aim to purchase equipment that is eco-friendly where possible. Educators will reduce the amount of plastic and disposable equipment they purchase and select materials that are made of natural materials and fibres.
- Seek to embed sustainable practice in the education and care service. The concepts of 'reduce, re-use and recycle' will become part of the everyday practice for both children and educators to build lifelong attitudes towards sustainable practices.
- Where possible aim to purchase a worm farm or composting bin to reduce food waste in the education and care service. Children will be encouraged to place food scraps into separate containers for use in the worm farm or the composting bin. Educators will discuss with the children and families which scraps worms can eat and which foods can be composted. The children will be involved in maintaining the worm farm and compost.
- Aim to purchase equipment that is eco-friendly where possible.
- Reduce the amount of plastic and disposable equipment purchased and select materials that are made of natural fibres and materials when possible. Encourage loose parts and natural resources in your learning environment.
- Discuss the protection of animals, plants and habitats with children.
- Transition to electronic record keeping reducing paper usage.
- Electronic documents will be provided to minimise hard copies, to be more sustainable for our environment.

Families are encouraged to:

- Implement sustainable practices from the education and care services at home.

Evaluation

The education and care environment reflects sustainable practices, 'green cleaning' and eco-friendly choices. Coordination Unit, educators, children, families and the wider community will learn together and embrace environmentally friendly practices.

Ethical Conduct

RATIONALE: To ensure Cabonne/Blayney Family Day Care operates in an ethical manner at all times and uses the Early Childhood Australia (ECA) Code of Ethics to appropriately resolve Ethical Dilemmas.

POLICY STATEMENT

The Code of Ethics, developed by ECA, underpins the core values, beliefs and practices within Cabonne/Blayney Family Day Care. The code outlines the ethical responsibilities of Educators and staff to identify and address bias, injustice and unethical practices. Cabonne/Blayney Family Day Care acknowledges the importance of ethical behaviour across all areas of the service.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

Approved Provider- Cabonne Council will:

- Ensure policies and practices are developed in line with current Education and Care Services National Law 2010, Education and Care Services National Regulations 2011.
- National Quality Standard.
- Ensure all stakeholders are consulted in matters of policy development.
- Ensure changes within the service are explained to Educators, families and Service staff prior to implementation.
- Ensure Professional Development is available to Service staff.

The Coordination Unit will:

- Abide by the ECA Code of Ethics 2006.
- Develop their understanding of their obligations in following the ECA Code of Ethics.
- Regularly reflect upon their own practices in line with the ECA Code of Ethics and relevant legislation.
- Provide resources for Educators to develop their knowledge of the ECA Code of Ethics.
- Provide information to families on the Ethical Conduct Policy and the ECA Code of Ethics.

Educators will:

- Abide by the ECA Code of Ethics 2006.
- Develop their understanding of their obligations in following the ECA Code of Ethics.
- Be professional and ethical in the operation of their childcare business.
- It is the Educator's responsibility to ensure that all claims are a true and accurate reflection of actual hours of childcare that has been provided to the children for whom they are responsible and that any inaccuracies in the hours or amounts claimed may be regarded as breaches of their obligations to Cabonne/Blayney Family Day Care,

fraud or a breach of the Education and Care Services National law and Education and Care Services National Regulations. Penalties may also apply and the contract with you be terminated.

Families will:

- Abide by the Ethical Conduct Policy.
- Support the Educator to comply with the ECA Code of Ethics.
- View a copy of the ECA Coe of Ethics by either visiting the Early Childhood Australia Website at www.earlychildhoodaustralia.org.au or by contacting the Service on 69 269 367 for a copy.

Exclusion of Sick/Unwell Children

RATIONALE

- To reduce the spread of infectious disease, and provide guidelines and advice for Educators to manage the unwell child. Our service will ensure sick or injured children are cared for in an appropriate caring manner.

POLICY STATEMENT

The less contact there is between people who have an infectious disease and people who are at risk of catching the disease, the less chance the disease has of spreading. Excluding sick children, educators/ adult household members/visitors and Service staff is an effective way to limit the spread of infection in education and care services.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Public Health Act 2010 No 127 (NSW).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Staying Healthy In Childcare – Preventing Infectious Diseases In Child Care 5th edition – 2012.
- www.nhmrc.gov.au.

PROCEDURES

- When a child arrives at the Service and does not appear well enough to be in attendance, the Educator will discuss with the parent/authorised person their options;
- The Educator will not accept a child into care if they are not well enough to participate in normal activities, or require special attention because of ill health;
- It is important for Educators to know of any medication administered to children prior to commencing at the service each day. The Parent is responsible for advising the Educator if the child was administered medication prior to commencing in care;
- If a child exhibits signs or symptoms of being unwell, the following action will be taken:
    - ❖ Comfort the unwell child and provide a safe and comfortable space for them until the child is collected;
    - ❖ Contact parent/authorised person and inform them of their child's condition;
    - ❖ A checklist of an unwell child be completed and a copy provided for the parent/authorised person;
    - ❖ The Educator will inform the person collecting the child of any relevant current illnesses in the Service and the conditions of re-entry to the Service.
- If a child's temperature reaches 38 degrees Celsius or above they must be excluded from care.
- Record temperature and time on Unwell Child Checklist
- Contact parent/authorised person to collect the child and ensure child is collected within the hour;
- Contact the parent/authorised person that paracetamol may need to be given to the child to assist in bringing down the temperature, prior to the child being picked up;

- Check the child's current enrolment record for Parent authorisation giving permission for paracetamol to be administered in the case of a high temperature;
- Contact the Service and advise of the circumstance.
- Administer paracetamol upon checking authorisation (if required) and complete Medication Authorisation Form (Parent needs to sign upon arrival to approve time and dosage);
- Continually monitor the child's condition checking the child's temperature every 10 minutes. Record temperature and time taken and write this on the Unwell Child Checklist.
- Continue to cool the child, as above, check and record temperature every 5 minutes;
- The Educator is to stay with the child until parent/authorised person arrives. Ensure the child is well hydrated;
- If temperature reaches 40 ^{0}C and no contact has been made with the parent/authorised person to collect the child, call for an ambulance if required.

When a child has diarrhoea

- After a loose bowel motion use the Unwell Child Checklist;
- Monitor the child and after two loose bowel motions, contact the parent and ask them to collect the child;
- The child should be separated from the other children where the Educator can maintain adequate supervision;
- The child can return to the Service only once all diarrhoea has ceased for a period of 24 hours.

When a child is vomiting

- Use the Unwell Child Checklist to assess if the child has any other symptoms;
- If the child appears unwell and has one case of vomiting, contact the parent and ask them to collect the child;
- The child should be separated from the other children where the Educator can maintain adequate supervision;
- The child can return to the Service only once all vomiting has ceased for a period of 24 hours.

Sprains, breaks and other physical injuries

If a child has a sprain, broken bone or has had surgery, the Service requires a medical certificate providing clearance to attend or procedures to ensure the child's safe inclusion into the Service.

Educator & Educator's own Family

Educators must inform Parents if their own child/ren (or other household member) is remaining home due to illness, on the days their Service is open.

If the illness is infectious, the Educator's Service **must be closed**. If the illness is not infectious, it is up to the parents' own discretion as to whether he/she will place their child in care.

If the Educator does close their Service due to illness, payment by the Parent will be forfeited for those days the Service is closed, as alternate care may be required for the child.

Unwell Child Checklist

Child's Name:	
Date:	

You have been asked to collect your child from the Service today as he/she has been displaying the following symptoms:

o Severe, persistent or prolonged coughing	o Frequent scratching of the scalp or skin
o Difficult or rapid breathing	o Lost interest in playing; was listless
o Eye/nose discharge	o Was abnormally quiet and inactive
o Unusual spots or rash	o Was crying readily and could not be comforted
o Headache; stiff neck	o Loss of appetite
o Irritable when disturbed	o Sore throat or difficulty swallowing
o Difficult to wake	o Feverish appearance
o Felt cold and looked pale	o Vomited
o Diarrhoea	o Had symptoms of a possible infectious disease

□ Had a high temperature (recorded every 10 minutes)

1. Time: Temp:
2. Time: Temp:
3. Time: Temp:
4. Time: Temp:

□ Other (please specify):

Treatment given:

As you are aware, it is very important that unwell children are cared for quickly, and that appropriate action is taken to prevent the spread of infection.

When can your child return to the Service?

- If your child has been sent home due to vomiting or diarrhoea, they can return to the Service only once all vomiting or diarrhoea have ceased. To keep cross-infection to a minimum, it is recommended that the child not return for 24 hours.
- If your child has commenced on a course of antibiotics, they cannot return to the Service for at least 24 hours so that the medication has time to take effect.
- If your child has been sent home with symptoms of an infectious disease recognised by the Public Health Unit, exclusion periods must be adhered to (please refer to the Cabonne/Blayney Family Day Care Parent Book for further information). On their return, a doctor's certificate is required as clearance.

Please note: If your child returns to the Service (with or without a medical certificate) and your Educator identifies that your child still appears to be unwell, it is the responsibility of the Educator to once again send your child home. Please consider your Educator and other children and do not send your child to the Service when they are unwell.

Parent Signature: _____ Signature: _____

Educator Signature: _____ Signature: _____

Excursion Policy

RATIONALE: To ensure the safety and well-being of children in Family Day Care is maintained whilst on excursions with the Educator.

POLICY STATEMENT: Cabonne/Blayney Family Day Care is committed to compliance with the requirements of the legislation to ensure excursions are conducted in a safe manner. Educator's often take children on excursions of varying types. Excursions can include trips to shops, parks, playgroups, and entertainment venues. Excursions can enrich children's learning and it is essential for children to have a balance of experiences that help them feel both secure and confident to explore and learn more about the world in which they live. Whilst the benefits of excursions are appreciated, Educators must ensure that their programs offer a balance between outings and home based activities. The Service has the right to decline an excursion that does not meet policy guidelines/regulations in terms of destination, preparation, adult/child ratios, risk assessment or age appropriateness.

RELEVANT LEGISLATION:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

KEY RESOURCES:

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- National Quality Standards 2018 (ACECQA) – Quality Area 6
- Guide to the National Quality Framework 2018 (ACECQA)
- Childcare Service Handbook 2017-2018 (DEEWR)
- Kidsafe: The Child Accident Prevention Foundation of Australia www.kidsafe.org.au
- Kids and Traffic www.kidsandtraffic.mq.edu.au
- Belonging, Being, Becoming: The Early Years Learning Framework for Australia (DEEWR 2009)
- My Time, Our Place: Framework for School Age Care in Australia (DEEWR 2011)

PROCEDURES

DEFINITIONS AS PER EDUCATION AND CARE SERVICES NATIONAL REGULATIONS 2011

Regular Outing: in relation to an Education and Care Service, means a walk, drive, or trip to and from a destination –

- That the service visits regularly (at least monthly) as part of its educational program; and
- Where the circumstances relevant to the risk assessment are the same on each outing

Written authorisation is made by the family for their child enrolled in Family Day Care to participate in any regular outing when they sign the Child Enrolment Record (prior to commencing in Family Day Care) annually. Each Educator's regular outings should be discussed with individual families. Regular outings must be documented on the program and is displayed on the educator's noticeboard.

Regular outings: may include such things as the following, which occur on a regular basis at a minimum of once a month:

- Pick up/drop off to school
- Pick up/drop off to extracurricular events
- Appropriate parks
- Library

- Playsession and playgroups
- Neighbourhood walks
- Visiting another Family Day Care Educator
- Short shopping trips linked to the program

Excursions: in relation to an Education and Care Service, means an outing organised by an Education and Care Service or a Family Day Care Educator that is not a regular outing.

Non-routine excursions may include the following, providing they occur less frequently than once a month:

- Fast food outlets as a special occasion
- Indoor play centres e.g. Peewees
- Airport, Fire, Ambulance, Police station or Fisheries museum
- Short visits to school programs linked to the educational program

Coordination Unit staff will:

- Provide forms to assist Educators collect information and permission from families for excursions.
- Provide forms to conduct a risk assessment at the proposed venue.
- Inform families at the initial registration and regularly through newsletters of the regulatory requirements relating to excursions.
- Provide Professional Development to Educators on the requirements of the Regulations.
- Contact Educators once completed excursion and risk assessment forms have been received.
- Assign risk assessment numbers for each excursion destination and provide them to the Educator.
- Contact Educators once completed regular outing/excursion forms has been received to discuss the planned excursion/regular outing and associated risks and benefits. Coordination unit staff will provide feedback on risks they identify, for the Educator to then consider and review the risk assessment before conducting the excursion/regular outing.

Educators will:

- Plan and identify the purpose of the regular outing/non-regular outing.
- Link the regular outing/non-routine excursion to the program and the Early Years Learning Framework.
- Ensure a balance between staying at the home/Venue and going on an excursion/regular outings.
- Determine appropriateness of excursions/ regular outings based on the children's needs and interests.
- Complete a Benefit Risk Assessment to outweigh the benefits over risks and hand it into the office to be approved. This is used for risky play or risky excursions.
- Conduct a risk assessment in accordance with regulation 101:
    a. The risk assessment must identify and assess risks that the regular outing/non-routine excursion may pose to the safety, health or wellbeing of any child taken on the excursion/outing; and
    b. Specify how the identified risks will be managed and minimised. See 'Family Day Care Safety Guidelines: Kid Safe- A Risk Management Approach'.
    c. The completed risk assessment must be received 24 hours prior to the regular outing/non-routine excursion taking place. The risk assessment will be read by Co-ordination Unit staff and a risk assessment number will be documented on the risk assessment form. The risk assessment will then be sent back to the Educator with the risk assessment number.

d. A risk assessment needs to be completed every 12 months on all current outings. These risk assessments need to be updated each January of the calendar year. Risk assessments on non-routine excursions need to be completed at least 24 hours prior to the excursion and renewed every 12 months if it still occurs.

- Ensure that risk assessments specify the destination and activities that will occur, as well as whether it is a regular outing or non-routine excursion.
- Discuss and seek permission from the child's parent, guardian or Authorised Nominee. Ensure all parents/guardians sign the applicable excursion consent form giving permission for each outing conducted by the Educator. The regular outing consent form is signed annually, whilst the non-routine excursion consent form must be signed by the parent/guardian every time the excursion takes place. Each family with children in care must have their own authorisation form.
- Ensure completed forms are received by the Co-ordination Unit before conducting any regular outing/non-routine excursion.
- **N.B.** these forms must be received 24 hours prior to the regular outing/non-routine excursion taking place. If the Educator is unable to send in an excursion form 24 hours prior to the excursion taking place due to exceptional circumstances, Educators must ring and advise the excursion is taking place and the appropriate paperwork is faxed or emailed to the Co-ordination Unit.
- Ensure the daily/weekly excursion form is completed with the approval number before conducting any excursion/ regular outing.
    - Ensure the following items are taken on all regular outings/non-routine excursions:
    - First aid kit
    - Mobile phone
    - Emergency contact phone numbers for children
    - Medical information for all children attending the excursion
    - A list of all children attending the excursion/outing
    -
- Ensure all excursions are conducted in a safe manner.
- Ensure that any motor vehicle that is used to transport children on regular outings/non-routine excursions (other than a motor vehicle with seating for more than 9 persons) is fitted with child restraints approved by the Roads and Traffic Authority.
- Ensure bolts and car safety equipment is RTA inspected annually.
- Supervise children at all times on regular outings/non-routine excursions and consider supervision implications before conducting excursions.
- When planning a regular outing/non-routine excursion from the home, Educators should also follow procedures as set out in the following:
    - Cabonne/Blayney Family Day Care Transport Policy
    - Cabonne/Blayney Family Day Care Water Safety Policy

Educators must ensure that no child leaves the Educator's home to participate in an excursion without written authorisation from the parent, guardian or authorised nominee. The Approved Family Day Care Service must also be made aware of exactly when and where an excursion is taking place prior to the children leaving the educator's premise. Outings that involve personal tasks such as medical/dental appointments; financial appointments; are not appropriate child care environments and are not aligned to an Educator's quality care environment.

Families are required to:

- Read and sign the Cabonne/Blayney Family Day Care Enrolment Form before an Educator can take a child on a regular outing/non-routine excursion.
- Sign the current Authorisation for Excursions (Regular Outing) or Authorisation for Excursion (Non-Routine) prior to their child going on an excursion with the Family Day Care Educator.
- Read the Educators program and regularly discuss their Educators regular outings.

- Sight a list of proposed regular outings displayed by the Educator.

Family Day Care Educator Register

To meet the requirements of Section 69 of the National Law and Section 153 of the National Regulation, the following information will be kept on a register at the Service for each Educator registered:

- The full name address and date of birth of the Educator
- The contact details of the Educator (including mobile) if undertaking excursions
- The address of the residence (including a statement if it is a residence)
- The date the Educator was registered with the service
- When applicable, the date that the Educator ceased to be registered with the service
- The days and hours the Educator will usually be providing education and care to children as part of the service
- Evidence of any qualifications held by the Educator and /or evidence that the Educator is actively working toward a qualification in Cert 3 in Children's Services
- Evidence that the Educator has completed : current first aid training, current approved anaphylaxis management training and current approved emergency asthma management training and CPR
- Evidence of any other training completed by the Educator
- A contract for each child the Educator provides care for stating the child's name, date of birth and the days and hours the Educator usually provides education and care to that child
- The full names and dates of birth of all persons aged 18 years and over who normally reside at the family day care residence
- The full names and dates of birth of all children aged under 18 years who normally reside at the residence
- A record of the identifying number of the working with children check and the date the check was received by the Service.
- CBFDC has been capped to 45 Educators within our Service from the Department of Education.

In the case of the Educator Assistant/Relief Educator the following additional information will be kept:

- The name of the family day care educator to be assisted by the Educator assistant or Relief Educator.

Fees

RATIONALE: To ensure Cabonne/Blayney Family Day Care meets all accountability requirements in regard to payment of fees and provision of a statement of fees charged by the education and care service.

POLICY STATEMENT

Educators are self-employed business operators who set their own fee for service. It is important that Educators operate their business accountably which is transparent to all stakeholders.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

Management (Cabonne Council) will:

- Ensure the fees set by the Service are endorsed by Cabonne Council, in line with the Council's Operational Plan before being implemented.

The Coordination Unit will:

- Set the Parent Administration Fee and Educator Levy each financial year based on the annual budget to ensure the required income will be received to run the service efficiently to meet legislative requirements. This will involve the Cabonne Council Finance team.
- Keep all stakeholders informed during this fee setting process.
- Include the service fee schedule in the initial information to families.
- Explain to families the service is de-regulated fee schedule which includes an Educator fee range.
- Provide information to Educators on developing their fee schedule.
- Not enter into discussions with Educators or families on matters relating to the value of an individual service compared to other services.
- Require Educators to take responsibility for bad debts incurred at their service.
- Require outstanding fees due to an Educator be paid before the family can be placed with another Educator.
- Process all Child Care Subsidy benefits.
- Monitor accuracy of claims for Child Care benefit.
- Provide fortnightly CCS statements to families.

Educators will:

- Adopt standard hours as 8.00 am to 6.00 pm Monday to Friday for all families using Cabonne/Blayney Family Day Care. Any care provided outside these hours or on Public Holidays will be classified as Non-standard hours of care. Educators are not permitted to individually alter the standard hours of care that they charge families.
- Ensure individual fees are compliant with the Australian Government Handbook, service policies and software before implementing with families.
- Ensure fee schedules are given to families at the initial interview.
- Charge all families the same fee for the same service.
- Issue a receipt for all money received from the families.
- Include the service fees in all fee schedules.
- Give the Service and existing families at least 4 weeks' notice of any changes to fees.

- Not discuss nor agree to set fees in collusion with other Educators (Trade Practices Act 1974).
- Elect not to charge close relatives for care being provided if they choose. Child Care Benefit cannot be claimed for these families and these children must be included in your ratio.
- Only provide care for children who are registered with the service. If providing care for a close relative occasionally at no charge, ensure the coordination unit is informed. This child's attendance is recorded on the Educators Relative attendance form.
- Not charge for education and care if the Educator chooses not to operate their business.
- Only provide care for children who are registered with the service.

Families are required to:

- Ensure all children being provided with care are registered with the service.
- Pay fees to the Educator at the time agreed to by the Educator and family.
- Register with the Family Assistance Office if wishing to access Child Care Subsidies.

Fencing Procedure

Clause 104 of the Education and Care Services National Regulations 2011states:

"The approved provider of an education and care service must ensure that any outdoor space used by children at the education and care services premises is enclosed by a fence or barrier that is of a height and design that children preschool age and under cannot go through, over or under it."

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Family Day Care Safety Guidelines 2014.
- Kidsafe Child Accident Prevention Foundation of Australia.

Educators will:

- Ensure a boundary fence is designed so that children are prevented from scaling or crawling under it, it is recommended that fences be a minimum height of 1200mm, and the gap under the fence be no more than 100mm. It is also recommended that there be nothing to climb onto within 1200mm from the top of the fence e.g. rubbish bins, barbeques, or wheelbarrows.
- Swimming Pools are fenced according to the Swimming Pools Act 1992. This requires a fence height to be a minimum of 1200mm, with the gap underneath to be no more than 100mm. There is also a requirement that there be a clearance of 1200mm from the top of the fence to any object that the child could climb.
- Any projections, or indentations, from the fence or gate shall not be more than 10mm (e.g. bricks that stick out) unless they are spaced at least 900mm apart and that the lower edge of any projections or indentations is at least 1100mm below the top of the fence or gate.
- Ensure if the fence has horizontal rails, rods, wires or bracings, that could be used for climbing, or if the vertical parts of the fence are more than 10mm apart, the following requirements shall apply:-
    - ❖ The horizontal parts shall be a minimum of 900mm apart. There shall be at least
    - ❖ 1100mm between the bottom rail and the top of the fence or gate.
    - ❖ The spacing between any vertical parts of the fence, such as palings, rods, or wires, shall not exceed 100mm at any point.
- Ensure perforated materials such as chain wire having an opening of greater than 5Omm shall not be used. Perforated materials which have openings less than 5Omm but greater than 10mm may be used, providing the construction of the fencing meets the requirements for perforated materials (i.e. projections and indentations).
- Gates should comply with the height requirements mentioned above for fencing.
- Ensure balconies, stairs and ramps must be enclosed if a child could fall 60cm. Enclosures may be a balustrade or wall and must be:
    - 1 metre in height above level floor surface,
    - Constructed so that it contains no horizontal rails or footholds other than at the top and base,
    - Have openings not exceeding 100mm between vertical rails and between the base of the balustrade and the floor

- Child proof barriers that are appropriate to the ages of children provided with the service must be provided at the top and bottom of stairs at the premises of a children's service if; the height at which a child can fall reaches 60cm for both indoor and outdoor areas.

Fire Equipment Procedure

RATIONALE: To ensure the health, safety and wellbeing of children being educated and cared for by the service. Educators and Service staff must have ready access to emergency equipment such as fire extinguishers smoke and fire blankets.

- Cabonne/Blayney Family Day Care requires all Educators to have Fire Safety equipment on the premises when conducting an Education and Care service; the premises must be fitted with;
    1. Appropriately located smoke detectors; and
    2. A fire blanket that is kept adjacent to the cooking facilities at the premises; and
    3. Appropriately located fire extinguishers.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

According to the relevant Australian Standard:

- Fire Extinguisher, Fire Blankets and Smoke Detectors must be inspected before installation and every 6 months thereafter.

Monitoring procedure:

1. Within 6 months from the last check of the equipment, Educators are required to have the fire protection equipment rechecked. Documentation to this effect is required at the Service.
2. The emergency evacuation procedures must be practised with all children provided with the service at least once every three months February, May, August and November, Regulations- Clause 97. Educators are to submit the Emergency Practice record to the Service at the end of each quarter.

Food, Nutrition and Dietary Requirements

RATIONALE: To ensure all children in care with Cabonne/Blayney Family Day Care are offered a nutritious and appropriate diet that has been stored and prepared in a safe and hygienic manner.

POLICY STATEMENT

Family Day Care recognises the early years of a child's life are a critical period for their healthy development and growth. During this time, both physical and intellectual development is largely dependent upon adequate nutritional intake. Eating is also a source of enjoyment and it is important that Educators and staff do not become so concerned about nutrition and manners that they lose sight of children's enjoyment of food. Many of the eating habits and attitudes to food developed in childhood continue throughout life.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011 Clause (77, 78, 79, 80).

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- NSW Food Authority under the Food Act 2003 No 43.
- Caring for Children Food, Nutrition and Fun Activities.
- Dietary Guidelines for Children and Adolescents in Australia (National Health and Medical Research Council).
- The Healthy Eating and Physical activity guidelines for Early Childhood (Get up and Grow resources 2009).
- NSW Department of Health – Munch and Move.

PROCEDURES

The Coordination Unit will:

- Provide information and resources to Educators and families on nutrition, food preparation and storage.
- Encourage families to provide adequate and nutritious meals for their children in care.
- Provide advice and support to Educators and families on matters relating to food and nutrition.
- Encourage and support all Educators and staff to attend relevant conferences and forums.
- Include nutrition professional development and a food safety component into new Educators induction.
- Provide nutrition and food safety professional development on a regular basis;
- Collect and record relevant information about individual special dietary requirements of children (i.e. allergies, cultural, etc.) if required.
- Regularly provide Educators and families with nutrition guidelines based on the service Nutrition Policy.

Educators will:

- Provide each child with food and drinks provided by the family, unless other arrangements are made;
- Hold a Food Handling Certificate if they are providing food to children as part of their service. If food is provided as part of the business a menu must be developed and displayed (Clause 80);
- If supplying meals, develop and display a suitable menu outlining what children will be eating in the service. Handle and store food as per the recommendation of Guideline: Food Handling and Storage.
- Provide information to children and families that outline good nutrition practices;
- Understand the eating habits and nutritional needs of each child;
- Encourage and support children to develop independence in eating;
- Facilitate meal times that are positive, relaxed and social;
- Respect the requests of families relating to dietary, religious or cultural beliefs;
- Ensure water is readily available (both indoors and outdoors) for children to consume throughout the day;
- Be aware of children with food allergies, food intolerances and special dietary requirements and consult with families to develop individual management plans;
- Ensure young children do not have access to foods that may cause choking.
- Ensure all children remain seated while eating and drinking;
- Always supervise children while eating and drinking;

  Promote good oral health through learning experiences and daily 'swish and swallow' practice.

When preparing meals and snacks Educators will:

- Clean tables that are to be used for the meal.
- Wash and dry hands before preparing or serving foods. If you are interrupted to care for another child while preparing food or spoon-feeding an infant, be sure to wash and dry your hands again before you continue.
- Check that all children's hands are washed before they eat or drink.
- Teach children to turn away from food when they cough or sneeze, and then to wash and dry their hands.
- If children are serving themselves from the same container, they must be supervised and utensils used to prevent children from touching food that other children will eat. This will assist to maintain food safety while also encouraging children to develop independence and self-help skills.
- Use a separate spoon for each baby you feed.
- Ensure children remain seated while eating.

It is the responsibility of the family to:

- Communicate current dietary requirements of their children and notify their Educator immediately of any changes.
- Provide nutritious and appropriate food/drinks if supplying meals for the child.
- Notify the Educator if any special dietary requirements are required and provide a written management plan to Educator for any allergies (e.g. diabetes, anaphylaxis, etc.).
- Keep lunchboxes and drink bottles clean and hygienic.

Handling, Preparing and Storing Food

- Safe Practices for the handling, preparing and storing of food is accordingly listed below. These practices will assist Educators in minimising the risks to children being educated and cared for by the Service.
    - ❖ Handle food safely
    - ❖ Store food safely
    - ❖ Maintain good personal hygiene
    - ❖ Maintain good cleaning practices

PRACTICES

Handle food safely

- Always keep raw and cooked food separate.
- Use separate utensils for raw and cooked food.
- Wash raw fruit and vegetables to remove soil and bacteria.
- Use separate chopping boards and wash in warm soapy water.
- Use plastic or glass rather than wood chopping boards.
- Thaw frozen food in the refrigerator or microwave and cook thawed food immediately.
- Heat food until steaming hot (to 75^0C).
- Check for 'hot spots' in microwaved food.
- Only reheat food once.
- Children must not handle hot food.
- Cooked food should be cooled prior to serving to children.
- The temperature of the food is such that any spills will not burn a child's skin.

Store food safely

- Regularly check that your refrigerator is 5^0c or lower.
- Cover and seal perishable food and store in the refrigerator.
- Store infant milk bottles in the back of the refrigerator, not in the door.
- Store raw food separately.

Food brought from home

- Store children's lunch boxes in the refrigerator, an esky or cooler bag.
- Dairy and meat products are particularly important.
- If food needs to be warmed, reheat it quickly until steaming, then allow to cool until it is safe for the child to eat without scalding.
- Reheat food only once and throw out any left-overs.

Transporting food

- When transporting food to playgroup, outings and excursions, Educators should ensure that perishables, particularly dairy and meat products are kept cool.
- Esky or cooler bags with freezer blocks and/or frozen drinks can keep food fresh.
- Frozen sandwiches are also usually defrosted and fresh by lunch time.

Breast milk and formula

- Breast milk can be frozen for two weeks in the freezer section of a refrigerator or 2/3 months in a freezer with a separate door.
- Prepared infant formula can be stored and used for 24 hours.
- Use defrosted breast milk with 24 hours. Throw out any milk left over after each feed.
- Do not return it to the refrigerator or leave at room temperature.
- Warming milk in the microwave is not recommended because 'Hot Spots' form in the milk.

- Provide mothers with a private, clean and quiet place to breastfeed their infants or express breastmilk. The place will include an electrical outlet, comfortable chair, a change table and nearby access to hand washing facilities.

- Provide refrigerator space for breastfeeding mothers to store their expressed breastmilk.

- Educate staff and families that a mother may breastfeed her infant wherever they have a legal right to.

- Develop a documented individual breastfeeding support plan in consultation with family members for breastfed infants.

- Offer information on the benefits of breastfeeding to all families enrolled at the service.

- Display easily accessible brochures, pamphlets and other resources about breastfeeding.

- Maintain current printed or electronic lactation resources available to families and staff.

- Display culturally appropriate pictures and posters of breastfeeding and exclude those supplied by formula manufacturers.

- Include fathers in the discussions about breastfeeding.

- Stimulate participatory learning experiences with the children related to breastfeeding and offer children's books that contain pictures of breastfeeding, play dolls that are nursing and other learning experiences that normalise breastfeeding.

- Establish and maintain connections with local breastfeeding support networks, including NSW Health and the Australian Breastfeeding Association.

- The expressed breastmilk will be stored at 4°C or lower until it is required.

- The educator will confirm the child's name and date of expression on the container, and the amount to be prepared, with another educator. This should be noted on the infant's record.

- To limit wastage where expressed breastmilk is provided in a container larger than a single serving, the bottle is initially filled with less milk than may be necessary for the feeding, with additional milk available to add to the bottle if needed. In the event that an infant is fed another infant's bottle of expressed breastmilk, treat the incident as an accidental exposure to a bodily fluid. An incident report will be completed and both affected families informed.

- The expressed breastmilk will be warmed and/or thawed by running the container under warm water or by standing the container in warm water. Never reheat expressed breastmilk in a microwave.

- An educator will test the temperature of the expressed breastmilk by placing a few drops on the inside of their wrist before the expressed breastmilk is given to the infant.
- Discard the contents of any bottle not fully consumed in one hour from the start of the feed.

Government and Management of the Service

RATIONALE: To have effective leadership and management ensuring a high quality childcare service delivering quality outcomes for children and families.

POLICY STATEMENT

Family Day Care Providers are self-employed childcare providers, operating their business under the approved provider Cabonne Council. Roles within the Service need to be defined within the requirements of Cabonne Council, Education and Care Services National law 2010 and Regulations1 and the National Quality Standards.

RELEVANT LEGISLATION

- Education and Care Services National law 2010
- Education and Care Services National Regulations 2011(Clause 168)
- Family Assistance Legislation Amendment (Child Care Management System and other measures) Regulations 2009 (SII NO 82 OF 2009)

KEY RESOURCES

- National Quality Standard -Quality Areas 4 and 7
- Guide to the Education and Care Services National law 2010 and the Education and Care Services
- National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA).
- Guide to the National Quality Framework 2018 (ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).

VISION STATEMENT

To be a professional Family Day Care service of excellence with a high profile in the early childhood field. To have a partnership with stakeholders reflected in active involvement and equality. To be continually growing and evolving.

MISSION STATEMENT

Cabonne/Blayney Family Day Care aims to service the children, families and Educators of our community by providing support to all stakeholders.
Educators and Service staff will work in partnership to provide a unique childcare service of excellence to the community, in a home based environment.

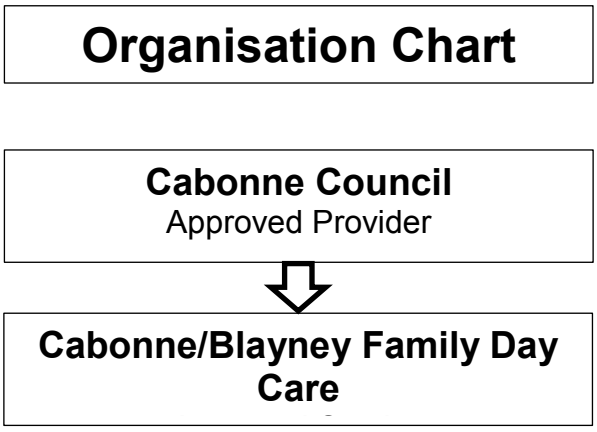
PRACTICES

Cabonne Council (As Approved Provider) will:

- Administer the scheme,
- Employ fit and proper staff to run the Service,
- Account for government funding and
- Maintain communication with state and federal government departments.

The Co-Ordination Unit will hold the appropriate qualifications for the following positions:

- Senior Co-ordinator/Nominated Supervisor- Degree or Diploma in Early Childhood Education or equivalent qualification and experience in Early Childhood
- Child Development Officer/Coordinator - Degree or Diploma in Early Childhood Education or equivalent qualification and experience in Early Childhood
- Educational Leader- Degree or Diploma in Early Childhood Education or equivalent qualifications and experience in Early Childhood
- Administrative Staff- TAFE Certificate in Office Administration or equivalent.
- Commit ourselves members to ethical, businesslike, and lawful conduct, including proper use of authority and professional decorum when acting as the Co-ordination Unit.
- Demonstrate un-conflicted loyalty to the interests of the Service when acting as the Coordinator.
- Avoid conflicts of interest with respect to their role.
- Immediately disclose to the Educators any and all impending conflicts of interest. That member shall absent herself or himself without comment from both the deliberation and final decision-making.
- Not use information exclusive to the educators for personal gain and will respect the confidentiality of all information obtained during meetings or through their role; and
- Respect the confidentiality appropriate to issues of a sensitive nature.





Educators
Self-employed Operators

Governance Responsibilities

FUNDING

The Department of Education, Employment & Workplace Relations funds the Service using a formula that calculates the number of 'equivalent full-time children' (EFT). It is the responsibility of the Service to budget for salaries, funding, training and equipment from this funding. Income is also generated from Educator and Parent administration fees.

LICENSING

The NSW Department of Education and Communities is responsible for regulating the service. The scheme operates under the Education and Care Services National Law 2010 and the Education and
Care services National Regulations 2011. Cabonne/Blayney Family Day Care must also adhere to the National Quality Standard.

KEY PERSONNEL

Job Title	Roles/Responsibilities
Divisional Manager Community and Development Services	Acts as Licensee representative to support the effective operations of the service.
Senior Coordinator of Children's Services Nominated Supervisor Educational Leader	Oversee the operations of the service. Reports to relevant government departments. Supervises and manages service staff. Oversees the monitoring and support of Educators. Maintains legislative requirements. Develops training for Educators. Supervise Support Coordinators. Leads the development of the Educational Programs in the service.
Support Coordinators	Support and monitor Educators to comply with legislation. Placement of children into care and filling Educator vacancies. Oversee the recruitment and induction of new Educators. Liaise with Educators and Families in regard to child care. Operate play sessions – PALS (Positive Active Learning Sessions) for Educators and Children.
Administration Team	Support the service in administrative duties. Oversee duties of administration. Oversee processing of Educator's Attendance Records, writing FDC's newsletters and general correspondence.

Guiding Children's Behaviour

RATIONALE: To ensure children's behaviour will be guided in a positive way.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges that the dignity and rights of each child must be maintained at all times and for all children to learn acceptable behaviour in a positive respectful way. We acknowledge the importance of ensuring children are not subjected to any form of punishment or isolation when learning these skills.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

The Education and Care Services National Law states:

"A Family Day Care Educator must not subject any child being educated and cared for by the Educator as part of a family day care service to:
a) Any form of corporal punishment; or
b) Any discipline that is unreasonable in the circumstances.

Child management techniques must not include physical, verbal, or emotional punishment, including for example, punishment that humiliates, frightens or threatens the child, and the child is not isolated for any reason other than illness, accident or a prearranged appointment with parental consent.

Clause 155 Interactions with children states that Educators and Service staff will:

- *Encourage children to express themselves and their opinions;*
- *Allow the children to undertake experiences that develop self-reliance and self-esteem;*
- *Maintain at all times the dignity and rights of each child;*
- *Give each child positive guidance and encouragement toward acceptable behaviour; and*
- *Show regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service."*

PROCEDURES

The Coordination Unit will:

- Provide professional development/information for Educators and families on positive guidance of children's behaviour.
- Support Educators and families to encourage positive behaviours.
- Role model to Educators positive guidance of children's behaviour.
- Model positive, socially accepted behaviours and language.
- Demonstrate appropriate reactions to children's exploratory behaviour.
- Communicate information about children with relevant parties.
- Treat each child with respect and without bias.

- Participate in professional development.

Educators will:

- Participate in professional development on guiding children's behaviour.
- Respect each child as an individual. Use positive guidance strategies that promote accepted children's behaviour.
- Be consistent in their approach to guiding children's behaviour.
- Reach agreements with families and staff in response to children's challenging behaviour.
- Endeavour to understand why a child behaves a certain way.
- Be proactive and prevent behaviour difficulties where possible.
- Be patient.
- Model positive, socially accepted behaviour and language.
- Provide an environment that supports the strategies of guiding behaviour.
- Create opportunities for children to be independent and self-reliant.
- Be objective and support children through periods of change and challenging behaviour.
- Demonstrate appropriate reactions to children's exploratory behaviour.
- Share information with families regularly in a constructive and positive manner about children's behaviour.

Families are encouraged to:

- Respond to their child in a positive and consistent manner
- Discuss approaches and work with the Educator to guiding children’s behaviour.

Interact with all children in the Educator's home in an appropriate manner.

Health

RATIONALE: To ensure the health and hygiene practices Educators use, have regard to current community standards and are in accordance with relevant government guidelines.

POLICY STATEMENT

Cabonne Council acknowledges the importance of good health and hygiene practices to ensure the safety and wellbeing of children and their families, and Educators and their families. It is important to promote children's health by encouraging and assisting Educators to adopt effective health and safety practices, maintain, promote and manage health concerns and health emergencies. The health and safety of the environment at the Educator's home for children in their care, for Educators and for the Educator's family is paramount to minimise risks to all.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Work Health and Safety Regulation 2011 (NSW).
- Work Health and Safety Act 2011 (NSW).
- Public Health Act 2010 No 127.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government.
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.www.nhmrc.gov.au.
- Healthy Kids: Munch and Move NSW www.healthykids.nsw.gov.au/campaigns

PROCEDURES

The Coordination Unit will:

- Develop and maintain procedures and policies to ensure that Educators and families are informed and aware of good health and hygiene practices .These are based on current and up to date information which is regularly sourced from Staying Healthy in Childcare. Procedures will be developed in relation to:
  - Exclusion (of sick children) including general rules for infection control;
  - Dental health;
  - Hand washing;
  - Nappy changing;
  - Toileting;
  - Bathing;
  - Infant sleeping and reduction of SIDS;
  - Cleaning;
  - Food handling and storage;
  - Handling Body Fluids.
- Support Educators and families to ensure compliance with the policy;
- Provide current information on health and hygiene practices which reflects current research, best practice and advice from relevant health authorities;

- Implement and role model appropriate hygienic and healthy practices.

Educators will:

- Promote and role model good health and hygiene practices.
- Actively support children to learn hygiene practices including hand washing, coughing, dental hygiene and ear care.
- Keep up to date with current practices and implement service procedures.
- Seek advice from the Service staff or Department of Health if unsure of appropriate action when dealing with a situation with a sick/infectious child or family member.
- Respect the management practices of a family for a child with specific conditions/illnesses;
- Treat a child's health status professionally and confidentially.
- Follow the recommendations listed on a child's individual medical management plan;
- Inform the Service if the Educator's good health status changes e.g. illness or hospitalisation, birth of a child etc.;
- Close their childcare business when the Educator or other family member is ill or infectious. This may require a Doctor's certificate before reopening the childcare business;
- Involve children in developing and implementing guidelines.

It is the responsibility of the family to:

- Support the Educator to comply with health and hygiene practices and guidelines;
- Keep sick or infectious children out of the care environment;
- Provide a Doctor's Certificate if requested by the Educator.
- Support the Educator to comply with health and hygiene practices and pick up their children promptly if requested to do so by the Educator when their child becomes unwell in care;
- Keep the Educator informed on medical management plans for their child if required e.g. asthma, diabetes, epilepsy and anaphylaxis.

Hygiene-Cleaning and Infection Control

RATIONALE
To provide guidelines to promote a safe and hygienic environment for Children, Service staff, Educators and Families.

POLICY STATEMENT
By following the procedure below you will be ensuring preventative measures taken will minimise the spread and risks of infectious diseases and provide model hygiene practices.

RELEVANT LEGISLATION
- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Work Health and Safety Act 2100 (NSW).
- Work Health and Safety Regulation 2011.
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.www.nhmrc.gov.au.

PROCEDURES
Cleaning
Routine cleaning with detergent and water, followed by rinsing and drying, is the most useful method for removing germs from surfaces. Detergents help to loosen the germs so that they can be rinsed away with clean water. Mechanical cleaning (scrubbing the surface) physically reduces the number of germs on the surface, just as hand hygiene using soap and water reduces the number of germs on the hands.

Washing with a soap solution cleans away all surface soiling and removes faeces, vomit, mucous, blood and secretions. Thorough cleaning reduces surface contamination to such a degree that healthy children are not at risk of contracting disease.

Educators will:
- Make up fresh detergent and water solution daily or preferably as needed;
- Avoid using spray bottles, as there is a tendency to 'top-up' the solution instead of making fresh solutions and therefore dilutions of topped-up solutions are never correct. This also means that bottles are cleaned less often and there is a higher risk of germs growing in the stale detergent;
- Immerse a cloth, wring it out, and then clean the area with a rubbing action;
- Use colour coded cloths or paper towel;
- All surfaces and equipment should be dried thoroughly before re-using;
- Ensure that cleaning equipment is well maintained, cleaned and stored so it can dry between uses;
- It can be useful to have colour-coded cloths or sponges for each area (e.g. blue in the bathroom, yellow in the kitchen) so it is easier to keep them separate;
- Wear utility gloves when cleaning and hang them outside to dry. Wash your hands after removing the gloves.

All surfaces that are touched frequently, especially taps, hand basin, door knobs, and refrigerator handles, as well as toys, should be washed regularly at least once per week.

Children's toilets and basins should be cleaned by Educators each day. The use of potties is not recommended as the use of potties increases the risk of spreading disease. However, if being used they must be emptied and cleaned after each use. The potty needs to be washed with detergent and warm water. Do not wash the potty in a sink used for washing hands.

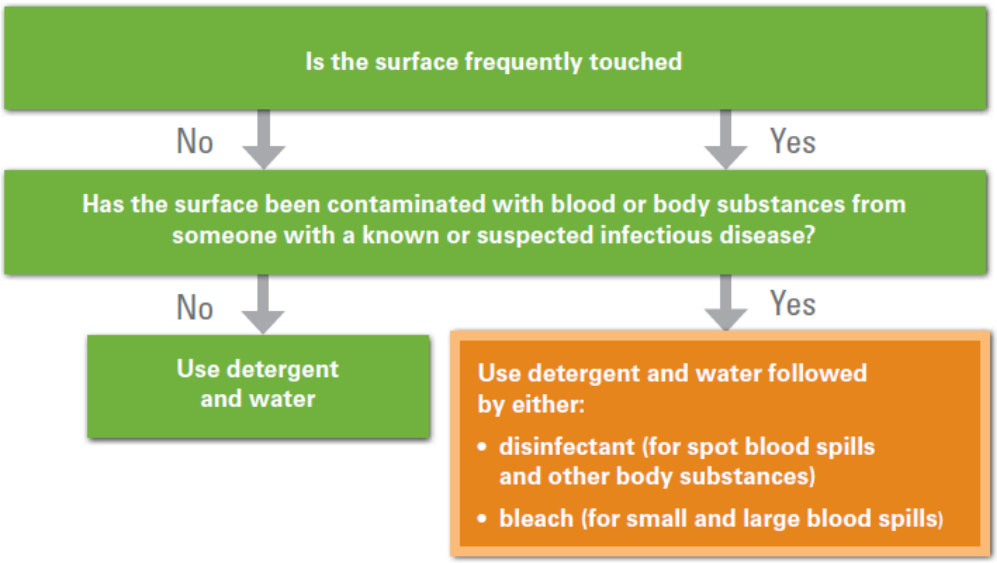
- Children's equipment is to be cleaned on a regular ongoing basis.
- Objects that children may have placed in their mouths are to be placed in a basket after use for daily cleaning;
- Toys for 2 to 12 years old are to be cleaned, at a minimum, on a quarterly basis;
- Equipment should be washed in hot soapy water and air dried.
- Bed linen it is to be washed each week. Wash mattress covers and linen if each child does not get the same mattress cover every day. Each child is to have new sheets each week and no child is to share bed linen. Blankets should be laundered regularly (e.g. at least twice during winter). At the end of each quarter, all mattresses and cots are to be cleaned thoroughly.
- Wash floors daily. Sweeping will not remove all food scraps and spillages. Use detergent and water to wash floors, low shelves, door knobs and other surfaces often touched by children.

The following Table 3.5 and Figure 3.1 have been taken from the "Staying Healthy in Child Care 5th Edition".

Table 3.5 When to clean different surfaces

Surface or area	Wash daily plus when visibly dirty	Wash weekly plus when visibly dirty
Bathrooms—wash tap handles, toilet seats, toilet handles and door knobs. Check the bathroom during the day and clean if visibly dirty	✓	
Toys and objects put in the mouth	✓	
Surfaces that children have frequent contact with (e.g. bench tops, taps, cots and tables)	✓	
Beds, stretchers, linen and mattress covers (if children do not use the same mattress cover every day)	✓	
Door knobs	✓	
Floors	✓	
Low shelves		✓
Other surfaces not often touched by children		✓

Figure 3.1 Decision tree: when to use disinfectant



Soiled clothing and nappies

- If soiled clothing, cloth nappies and linen are taken off the education and care service to be laundered they must have the bulk of the contamination removed, and then placed in a plastic bag, tying the top firmly, for parents to take home at the end of the day.
- If soiled clothing, cloth nappies and linen are washed at the education & care service, they should be:
  - Soaked to remove the bulk of the contamination.
  - Washed separately in warm to hot water with detergent.
  - Dried in the sun or on a hot cycle in the clothes dryer.

Disinfectants

Disinfectants (also known as sanitisers) are usually only necessary if a surface cannot be properly cleaned with detergent and water, or if a surface is known to have been contaminated with potentially infectious material.

Clean first and then disinfect - Disinfectants (sanitisers) cannot kill germs if the surface is not clean. It is more important to make sure that all surfaces have been cleaned with detergent and warm water than to use a disinfectant.

Immunisation

RATIONALE

To ensure families provide documented evidence of the immunisation status of their child upon enrolling at the Service and as further vaccination updates occur. To recognise the importance of vaccination is the best way to protect children from serious diseases, and the more we can control preventable diseases.

POLICY STATEMENT

Health professionals strongly urge the vaccination of all individuals to protect themselves and the wider community from serious and sometimes fatal vaccine-preventable diseases. In a children's services setting, children are more likely to be exposed to a larger number of germs than in the home setting. Similarly, Educators appear to be at a greater risk of some infections than other occupational groups.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011 (Clause 88).
- Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Bill 2017.
- NSW Public Health Act 2010

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Standards 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Staying Healthy In Childcare – Preventing Infectious Diseases In Child Care 5th edition – 2012.
- www.nhmrc.gov.au.
- Immunisation Enrolment Tool kit For Early Childhood Education and Care Services – NSW Ministry of Health 2017

PROCEDURES

Under the Public Health Amendment (review), Act 2017 that amended the Public Health Act 2010 is to strengthen immunisation enrolment requirements in early childhood services. From 1 January 2018, parents of all children enrolling in Children and Family Services are required to provide a current form.

Early childhood education and care services **cannot enrol a child** unless the Parent/Guardian has provided documentation that shows the child:

- Is fully vaccinated for their age by providing an Australian Immunisation Register (AIR) History Statement, OR
- Includes where a child has an approved medical contraindication or natural immunity to one or more vaccines, OR
- An AIR Immunisation History Form for a child who does not have a complete immunisation history on the AIR and may be on a recognised catch – up schedule.

Responsibilities of Educators:

- Refer parents to the immunisation procedure and Department of Health guidelines for immunisation and communicable diseases as required;
- The National Health and Medical Research Council recommends immunisation against Hepatitis A as well as current Tetanus and Diphtheria for all childcare workers, especially those working with children under two years. Educators are encouraged to seek their Doctor's opinion regarding immunisation for Hepatitis A and Hepatitis B;
- Immunisation remains the personal choice of every Educator;
- It is recommended that female Educators undertake a screening for rubella immunity at the commencement of their employment and seek their Doctor's advice regarding CMV screening if planning a pregnancy;

Responsibilities of the Service:

- Ensure that Families provide the appropriate documentation upon enrolment and that this is sighted and the Service keeps a copy.
- From 01/01/2018 the mandatory documentation to be received from a Family upon enrolment is as follows:
  - AIR Immunisation History Statement
  - AIR Immunisation History Form
- Notify the local Public Health Unit whenever a child, Educator or person normally residing at the Educators home has a confirmed vaccine preventable disease.
- When directed by the Public Health Unit, exclude children and/or Educator who are non- immunised or homoeopathically-immunised for the duration of any vaccine preventable outbreak;
- Provide any excluded child's family with details of the recommended exclusion period and the conditions for re-entry to the Service. All children who are excluded are required to pay full fees;
- **Notify** other parents whenever a confirmed vaccine preventable disease occurs in an enrolled child and provide them with information regarding signs and symptoms to be alert for.
- Ensure information about immunisation and vaccine preventable diseases is available to families regularly or upon request.
- Ensure that an immunisation register is maintained for each child enrolled at the Service.
- The Principle Office will review each child’s vaccination status every three months to ensure that required documents have been provide according to the child’s age.

Responsibilities of the Family:

- Provide the Service with **mandatory** documentation regarding the child's immunisation status upon enrolment
- The mandatory documentation is listed below:
  - AIR Immunisation History Statement
  - AIR Immunisation History Form
- Accept the NSW Department of Health exclusion periods for children with communicable diseases and the Service conditions of re-entry when their child is excluded.
- Ensure that the child is collected promptly from the Service should they exhibit signs or symptoms of a communicable disease.
- Seek a Doctor's Certificate if required by the Educator before returning to care.
- Further information and mandatory documents can be accessed from the AIR General Enquiries Line on 1800 653 809 (mailed statement may take longer than one week to arrive).

- NSW Health Immunisation webpage provides up to date information on immunisations www.health.nsw.gov.au/immunisation
- NSW Health 'Save the Date to Vaccinate' website and reminder phone app www.immunisation.health.nsw.gov.au
- Immunise Australia Program provides information on the Australian Governments national Immunisation Program. www.immunise.health.gov.au/

Communicable Diseases

Communicable Diseases are preventable by vaccine, such as those specified in the in the below table. This includes Hepatitis, Polio, Measles, Mumps, Rubella, Hib (Haemophililus influenza), and Meningitis. An "outbreak" is considered to be one or more cases.

NSW Immunisation Schedule

NSW Immunisation Schedule

from 1 July 2018

NSW GOVERNMENT

AGE	DISEASE	VACCINE
CHILDHOOD VACCINES		
Birth	Hepatitis B	H-B-VAX II **OR** ENGERIX B
6 weeks	Diphtheria, tetanus, pertussis, *Haemophilus influenzae* type b, hepatitis B, polio	INFANRIX HEXA
	Pneumococcal	PREVENAR 13
	Rotavirus	ROTARIX
4 months	Diphtheria, tetanus, pertussis, *Haemophilus influenzae* type b, hepatitis B, polio	INFANRIX HEXA
	Pneumococcal	PREVENAR 13
	Rotavirus	ROTARIX
6 months‡	Diphtheria, tetanus, pertussis, *Haemophilus influenzae* type b, hepatitis B, polio	INFANRIX HEXA
12 months	Meningococcal ACWY	NIMENRIX
	Pneumococcal	PREVENAR 13
	Measles, mumps, rubella	MMR II **OR** PRIORIX
18 months	Diphtheria, tetanus, pertussis	INFANRIX **OR** TRIPACEL
	Measles, mumps, rubella, varicella	PRIORIX TETRA **OR** PROQUAD
	Haemophilus influenzae type b	ACT-HIB
4 years	Diphtheria, tetanus, pertussis, polio	INFANRIX-IPV **OR** QUADRACEL
ADOLESCENT VACCINES - SCHOOL VACCINATION PROGRAM		
Year 7	Diphtheria, tetanus, pertussis	BOOSTRIX
	Human papillomavirus (2 doses)	GARDASIL 9
Years 10 - 11 (In 2018)	Meningococcal ACWY	MENACTRA
ADULT VACCINES		
Pregnant women	Influenza (Annually-any trimester)	INFLUENZA
	Pertussis (Third trimester, ideally 28-32 weeks)	BOOSTRIX **OR** ADACEL
65 years and over	Influenza (Annually)	FLUAD **OR** FLUZONE HIGH DOSE
	Pneumococcal (One dose)*	PNEUMOVAX 23
70 years (Catch-up for 71-79 years until 31 October 2021)	Zoster	ZOSTAVAX
AT RISK GROUPS		
6 months and over with medical risk conditions†	Influenza (annual)	INFLUENZA
All children 6 months to < 5 years (In 2018)		
Aboriginal people 15 years and over		
Aboriginal people 15-49 years with medical risk factors	Pneumococcal*	PNEUMOVAX 23
Aboriginal people 50 years and over		
65 years and over		

† Refer to the current online edition of The Australian Immunisation Handbook for all medical risk factors and conditions
* Refer to the current edition of The Australian Immunisation Handbook for timing of doses
‡ at risk children require an additional dose of pneumococcal (Prevenar 13)

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Inclusion and Diversity

RATIONALE: All children and families have the right to be treated with fairness and equity and have the same opportunities for participation and decision-making and to be accepted as valued members of the community. The Code of Ethics, developed by Early Childhood Australia, underpins the core values, beliefs and practices within Cabonne/Blayney Family Day Care.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the need for an inclusive program and service based on children's rights and social justice principles; that is the right to fair and equal treatment regardless of age, gender, class, ethnicity, sexuality, geographic location, languages spoken, cultural background, additional need or other circumstances.

We recognise differences as well as similarities in people and respect this, not just within our service but in promoting respect for all people in the wider community.

Promote child friendly communities and are advocates for universal access to a range of high quality early childhood and school age care programs.

There is a commitment to full participation of children with additional needs.

Create an environment that reflects the lives of children and families using the service and the cultural diversity of the broader community including Aboriginal and Torres Strait Islander communities.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

Information Sharing

- On initial contact with the service, families will be requested to provide information relevant to the successful inclusion of their child into the service (e.g.: cultural background, abilities, needs and language).
- Sharing of information will remain a vital component of each child's program and will maintain a positive focus.
- Service staff, Educators and families will ensure confidentiality is observed (see *Confidentiality of Records Policy*).
- Written permission will be obtained from families to share information relating to their children, family and situation to external organisations or persons, if required;
- Information relevant to a child and/or family may be shared between an Educator and Service staff, if required for the placement, ongoing support or development of the child.

The Coordination Unit will:

- Support the employment of staff and the selection of Educators from a range of social and cultural backgrounds.
- Ensure professional development is provided for staff and Educators to extend their knowledge of social justice, inclusive and anti-bias practices through professional development opportunities, resources and publications and discussions with peers;
- Ensure professional development to support ongoing responsiveness to children with additional needs.
- Establish and maintain links with organisations that promote social justice and inclusion and/or provide specialist support or resources.
- Work with inclusion and support agencies to include children with additional needs;
- Ensure compliance with relevant state and commonwealth legislation to provide an inclusive and discrimination-free environment.
- Ensure educators and Co-ordinators have skills and expertise necessary to support inclusion of children with additional health and developmental needs.
- Plans are developed to support the inclusion of children with additional needs;
- Offer regular meetings and or communication between families, supervisors, Co-ordinators and other agencies and or specialists.
- There are individual support plans for children with additional needs.

The Coordination Unit and Educators, when working with children, will:

- Respect the rights and dignity of each child.
- Ensure all the children have a right to access all learning experiences, to equally participate in the program and to succeed as a learner.
- View all children as competent with many strengths and abilities and as initiators and active social constructors of their own learning.
- Support children to interact with the environment and equipment in ways that children can identify.
- Help children build connections with others and with their community.
- Provide experiences that are complementary to children's home and community experiences.
- Build children's positive sense of self through identifying and responding to each child's strengths and learning styles.
- Educators create environments that are inviting and inclusive and support children's exploration, creativity and learning.
- Develop respectful and trusting relationships with children, so they can feel empowered and more open and respectful of others.
- Provide access to specialised equipment and resources and access to appropriate support services as required.
- Support children to identify and take action against unfairness or to other biased behaviours.

The Coordination Unit and Educators, when working with families, will:

- Show sensitivity to and respect for the range of family structures including same sex families, social values and child rearing practices evident in the service and the wider community.
- Incorporate information about the family's background in meaningful ways to help ensure families feel welcome.
- Share and exchange information relevant to the child.
- Respect the family's home language and communication styles and use a range of verbal and written methods of communication.
- Value multiple perspectives and empower families as decision makers about their child's learning and wellbeing.

- Work through a family centred approach acknowledging family's best know their child. Provide a program that responds to the individual strengths and interests of all children.

The Coordination Unit and Educators, when working with children with additional needs, will:

- Use an inclusive approach ensuring that all children, especially children with additional needs, have the same opportunities to participate in all experiences and all aspects of the program.
- Seek specialised assistance/additional support to successfully include children with additional needs. Help them achieve educational success.
- Maintain updated information relevant to particular disabilities, health issues delays or giftedness relevant to the children in Family Day Care.
- Plan an individualised Family Service Plan in collaboration with families and other professionals/agencies, including Inclusion Support Agencies (ISA's).
- Plan experiences based on the child's strengths, talents, likes and dislikes and family priorities for their child.
- Work collaboratively with other services to support the child's transition in to the next learning environment;
- Ensure ongoing professional development to adapt programs resources and environments to provide successful inclusion.
- Ensure strategies and processes used to support children with additional needs in their transition to school and specialist services.
- An approach that develops a sense of belonging, and comfort in the service environment.
- Need to build a relationship where children have trust and confidence in staff and educators. Encourage use of educational tools that reflect children and people with disabilities as active participants in the community.
- Environments, routines and staffing arrangements adapted to appropriately facilitate the inclusion of children with additional needs.

Families are encouraged to:

- Provide information to the Educator and Service staff about their child's individual likes, dislikes and needs.

Infectious Diseases Policy

RATIONALE

- To ensure Educators, Service staff and Families are informed about infectious diseases that are common in early childhood settings;
- To ensure all relevant stakeholders are familiar with the procedures to reduce the spread of such infection in Family Day Care.

POLICY STATEMENT

Children are often infectious before symptoms appear. Therefore, it is important for Educators to operate their business with good hygienic practices at all times. It is also important that Educators and Service Staff act appropriately and with sensitivity when dealing with an infectious child and their family.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and care Services National Regulations 2011 (Clause 88).
- Public Health Act 2010 No 127 (NSW).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2011 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.
- www.nhmrc.gov.au.

PROCEDURES

The three most important ways of preventing the spread of infectious disease:

1. Effective hand washing;
2. Exclusion of sick children / Educators/Educator family members/Service Staff to the Educators workplace; and
3. Immunisation.

Recommended practices in the service guidelines on these procedures may assist Educators in ensuring Children, Educators, Staff and Families are kept free from infection.

The Coordination Unit will:

- Provide information and resources to Educators on how to prevent the transmission of infectious diseases.
- Model safe hygienic practices to Educators and children where possible.
- Ensure Positive Active Learning Sessions (PALS) implements practices that aim to prevent the spread of infectious diseases.
- Report any occurrence of an immune preventable disease to the Department of Health Infectious Diseases Unit for confirmation of the disease and the procedures to be followed.
- Provide any information supplied by the Department of Health in relation to the occurrence of an immune preventable disease to Educators if required.
- Discuss immunisation requirements and schedule with families at the time of enrolment.

Educators will:

- Implement good hygiene practices that aim to prevent the spread of infectious diseases.
- Ensure that they protect themselves from infections that are vaccine preventable or contracted due to poor hygiene practices.
- Seek advice on health matters including immunisation.
- Follow the guidelines in preventing infectious diseases as outlined in Staying Healthy - Preventing Infectious Diseases in Early Childhood Education and Care Services 5th Edition- 2012.
- Seek advice on screening for:
    - ❖ Rubella, chicken pox and particularly CMV for all female Educators of child bearing age.
    - ❖ Some other illnesses that may affect the unborn child include Listeroisis, toxoplasmosis, erythema, infectosum (also called Parvovirus or slapped cheek syndrome).
- Exclude children from care that are sick or infectious.
- Report any occurrence of an immune preventable disease to the Service if advised by the family. The Service will liaise with the Department of Health to confirm the disease and to follow the procedures to be enacted as per Department of Health guideline.
- Request families to update immunisation records regularly.

It is the responsibility of the Parents to:

- Not send infectious or sick children into care.
- Seek advice on immunisation of their child from a medical practitioner.
- Provide Cabonne/Blayney Family Day Care with up to date information on their child's immunisation status (preferably as immunisation occurs).
- Promptly pick up a sick or infectious child that becomes ill whilst in care.

- Seek a Doctor's Certificate if required by the Educator before returning to care.
- Notify the Educator/Service if their child has been diagnosed with an immune preventable disease e.g. whooping cough, measles or rubella.

Interactions with Children

RATIONALE: To ensure interactions with children are caring, genuine, respectful and without bias.

POLICY STATEMENT

Children, who experience relationships in a childcare setting that are built on respect, fairness, acceptance, co-operation and empathy, and are given the opportunity to develop these qualities themselves, are enhanced by these quality interactions.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Co-ordination Unit will:

- Provide professional development and/or information for Educators and families on effective communication skills that help build quality, supportive relationships.
- Role model respectful and positive interactions with the children that convey to the children that they are valued as competent and capable individuals.
- Support Educators and families to encourage positive interactions.
- Communicate information about children with relevant parties in a confidential manner.
- Participate in professional development.
- Treat each child without bias.
- Have regard to the size and composition of groups in which children are being educated and cared for by the service.
- Develop guidance strategies with educators that demonstrate respect and understanding of individual children when they strive to recognise and understand why each child behaves like they do when they do.
- Use a positive approach in guiding behaviour.
- Have caring, equitable, and responsive relationships between themselves and children.
- Under section 166 of the Education and Care National Law, a staff member, nominated Supervisor and Approved Provider may receive a penalty for up to $10,000 (up to $50,000 in the case of Approved Provider) for subjecting a child to any form of corporal punishment or any discipline that is unreasonable in the circumstances.

Educators will:

- Maintain supportive relationships, positive interactions, listen to children and encourage children to express themselves and their opinion.
- Allow children to undertake experiences that develop self-reliance and self-esteem.
- Ensure the dignity, rights and agency of each child are maintained.

- Use positive guidance and encouragement toward acceptable behaviour. Take a positive approach to guiding children's behaviour that empowers children to regulate their own behaviour and develop skills to negotiate and resolve conflicts or disagreements with others.
- Consider each child's family and cultural values, age, physical and intellectual development and abilities;
- Provide an environment that is secure and interesting with a positive atmosphere;
- Create opportunities for children to be independent and self-reliant to work through differences, learn new things and take calculated risks;
- Ensure that the routines and experiences children encounter during care are appropriate and reflect each child's family and cultural values, age and physical and intellectual development;
- Encourage children to express themselves and develop confidence in their abilities and opinions;
- Show an interest and participate in what the child is doing, actively engaged in children's learning and share decision making with them;
- Support children through periods of change;
- Respond to all children in a fair and consistent manner;
- Treat each child without bias regardless of their physical or intellectual ability, gender, religion, culture, family structure or economic status;
- Share information with families regularly in a constructive manner about children's interactions in a confidential manner;
- Participate in professional development;
- Provide opportunities to interact and develop respectful and positive relationships with each other, staff and volunteers. Ensure the educational program contributes to the development of children who have a strong sense of wellbeing and identity, and are connected, confident, involved and effective learners and communicators.
- Respect children's agency and encourage them to express themselves and their opinions.
- Maintains the dignity and the rights of each child at all times.
- Have regard to the cultural and family values, age, and the physical and intellectual development and abilities of each child being educated and cared for.

Families are encouraged to:

- Develop supportive relationships with Family Day Care staff, Educators, each other and children.
- Respond to all children in a fair and consistent manner.
- Share relevant information with Educators and staff regularly.
- Interact with all children in the Educator's home in an appropriate manner.
- Role model effective communication skills to their children.
- Inform staff of events or incidents that may impact on their child's behaviour at the service (e.g. moving house, a new sibling).
- Inform staff of any concerns regarding their child's behaviour or the impact of other children's behaviour.

Internet and Social Networking

No information or images will be used on internet or social networking sites without written permission from families to use that piece of information or image.

- Social networking sites are publicly searchable, and almost everything posted is publicly accessible. Think carefully prior to posting, if you want to ensure that the information is not made public; refrain from sending it over a social network.
- Consider also each of the privacy and safety settings across all aspects of the service and set appropriate levels of privacy. With Facebook this means setting your profile to “my friends” or setting up a page specifically for your FDC families to only view. Identifiable photographs and images of individual families and children should not be added to a social media profile without the written permission of those families and no tagging of children's photos should occur. On Facebook when you tag a photo it creates a link to that person’s profile and timeline. Upload photos of your play environment or artwork instead.
- Do not engage in any form of social networking whilst supervising children.
- The business page must display the current CBFDC logo. On the “about” tab the following details must be displayed
- Educator details
- CBFDC phone number (63923219) and
- CBFDC Website **cabonneblayneyfamilydaycare**.weebly.com
- The Co-ordination Unit must be advised of an Educators Business Facebook or social media page to “LIKE”.
- Educators should not invoice families using their care via Facebook, twitter or text message.
- Consideration in comments being sent via SMS should be given as to whether or not the comment could be read in a negative way. These messages can be easily forwarded onto others.
- Under no circumstances should partners reveal confidential information related to the people associated with CBFDC. To maintain your own privacy and that of all users of the service do not post private emails, phone numbers or addresses.
- Have separate social networking accounts for professional and personal/private use. Partners still need to maintain an appropriate level of professionalism on their private social networking pages, though having separate accounts helps reduce the possibility of a breach of scheme policy or privacy legislation.
- When children leave the service, consent must be given to continue displaying or using photos for social media purposes.

Families are encouraged to:

- Promote Family Day Care in their community in a positive manner.
- Support any Family Day Care promotional activities if available to do so.

Managing Records

RATIONALE: To ensure the Approved Provider, Nominated Supervisor, Service and Educators maintain and securely store all records required under the legislation, ensuring confidentiality and easy access by authorised persons.

POLICY STATEMENT

Regulatory, licensing and funding bodies require the retention and maintenance of records in relation to service stakeholders and children. All records are required to be kept up to date, stored confidentially in a safe and secure area with access by authorised persons only. This includes both electronic and hardcopy format. Carefully organised storage systems are required in order to easily access records which are required by legislation to be kept in some cases up to 24 years.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010 Section 175
- Education and Care Services National Regulations 2011Clause 177 178 and 179
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Health Records and Information Privacy Act 2002 No 71 - NSW Privacy and Personal Information Protection Act 1998 No 133 - NSW Government Information (Public Access) Act 2009 - NSW
- Freedom of Information Amendment (Reform) Act 2010 Act 48 of 1977
- Department of Social Services Child Care Service Handbook

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011 (ACECQA).
- National Quality Standards 2018(ACECQA) - Quality Area 7
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018

PROCEDURES

- An appropriate person will be appointed to the role of Nominated Supervisor to ensure the following accurate records required under section 175 of the Law are kept.
- The documentation of child assessments for the delivery of the educational program including:-
    - ❖ An incident, injury, trauma and illness record
    - ❖ A medication record
    - ❖ A record of assessments of Family Day Care residences and approved Family Day Care venues
    - ❖ A record of volunteers and students
    - ❖ The records of the responsible person at the service

- ❖ A record of staff and Family Day Care Co-ordinators engaged by the service and Family Day Care Educator assistants approved by the service
- ❖ A children's attendance record
- ❖ Child enrolment records
- ❖ A record of the service's compliance with the Law
- ❖ A record of the Certified Supervisors placed in day to day charge of the education and care service

A Family Day Care Educator must keep the following accurate records required under section 175 of the Law;

- The documentation of child assessments
- An incident, injury, trauma and illness record
- A medication record
- A child's attendance record
- Child enrolment records
- A record of visitors to the family day care residence or venue

The above records must be made available to a parent/guardian of a child on request unless prohibited by a court order.

The record of the service compliance must be available to any person who requests it. Records must be kept at the service for the following periods:

For Family Day Care services only

Assessment of family day care residences and approved family day care venues	Approved Provider	Until the end of 3 years after the record was made	Regulation 116
Record of family day care staff (including educators, Coordinators and assistants)	Approved Provider	Until the end of 3 years after the staff member works for the service	Regulation 154
Record of visitors to family day care residence of approved family day care venue	Family Day Care Educator	Until the end of 3 years after the record was made	Regulation 165

Records and Documents required to be kept

Records and documents required to be kept at the service (national Regulations 183)			
Type of Record	Responsibility	Timeframe	Reference
Evidence of current public liability insurance Note: does not apply if the insurance is provided by a state	Approved Provider Family Day Care Educator	Available for inspection at service premises or family day care office	Regulations 29, 30, 180

or territory government			
Quality Improvement Plan	Approved Provider	Current plan is to be kept	Regulations 31, 55
Child assessments	Approved Provider Family Day Care Educator	Until the end of 3 years after the child's last attendance	Regulations 74, 183
Incident, injury, trauma and illness record	Approved Provider Family Day Care Educator	Until the child is 25 years old	Regulations 87, 183
Medication record	Approved Provider Family Day Care Educator	Until the end of 3 years after the child's last attendance	Regulations 92, 183
Child attendance	Approved Provider Family Day Care Educator	Until the end of 3 years after the record was made	Regulations 158-159, 183
Child enrolment	Approved Provider Family Day Care Educator	Until the end of 3 years after the child's last attendance	Regulations 160, 183
Death of a child while being educated and cared for by the service	Approved Provider	Until the end of 7 years after the death	Regulations 12, 183
Record of service's compliance history	Approved Provider	Until the end of 3 years after the Approved Provider operated the service	Regulation 167

Manual Handling

PROCEDURE

Manual handling means any activity requiring the use of force to lift, lower, push, pull, carry or otherwise move, hold or restrain any person or object.

Injuries can include back strains or sprains to neck, shoulders, arms and knees. It also encompasses overuse injuries or injuries as a result of falling during manual handling.

It is recommended that:

- Where possible, kneel down rather than bend down, in order to avoid neck and back problems;
- Carry children only when necessary. The recommended technique for carrying children is to place one arm under the child's buttocks and the other arm supporting the child's neck. Avoid carrying the child on your hip as this may strain your back;
- When lifting an awkward load, do so with a balanced and comfortable posture;
- Store equipment at the right height and in an orderly fashion. Avoid reaching above shoulder level. It is recommended to use a step stool or ladder for handling items above shoulder level;
- Arrange your physical environment to facilitate easier lifting and movement. This includes furniture. It is not good practice to twist whilst lifting;
- Only lift items within your limitations;
- Ensure that you can see where you are going when lifting an object. Ensure floors are not slippery or cluttered and that lighting is adequate;
- Try and keep physically fit as working with children can be physically demanding. Stretching exercises before and after work is a good idea, as well as a few stretches before you lift items or children.

Medical Conditions including Asthma, Anaphylaxis and Diabetes

RATIONALE: To ensure Educators facilitate the safe, effective care and health management of children who have a medical condition that requires specific care practices.

POLICY STATEMENT

Family Day Care recognises the need to ensure that children with specific diagnosed medical conditions have their medical requirements met whilst in childcare. This is an important part of childcare delivery to ensure the whole needs of the child are catered for. An individual's specific medical needs often require the Educator to address the needs of the child under instruction of a Medical Management Plan, authorised by a medical/health professional. Staff and Educators will work with families to minimise the risk of exposure of children to foods and other substances which may trigger severe allergy or anaphylaxis in children. Staff and Educators will ensure that any medical conditions that they are notified of are managed appropriately.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011 Clause 90.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- NSW Department of Health. Allergies and Anaphylaxis. Accessed from www.health.nsw.gov.au
- Anaphylaxis Australia. Schools and Childcare. Accessed from www.allergyfacts.org.au/
- Asthma Australia https://www.asthmaaustralia.org.au/ resources

PROCEDURES

The Coordination Unit Staff will:

- During the enrolment process seek information about any specific health care need, allergy or relevant medical condition that a child may have. This information will be communicated verbally and in writing **(Current Medical Management Plan)** between the parent, Educator and the service.
- Provide all parents with a copy of the CBFDC Medical Conditions Including Asthma, Anaphylaxis and Diabetes and Accident, and Emergency and Critical Incidents policies.
- Complete a **Risk Minimisation and Communication Plan** annually, in consultation with Families. This will nominate where the medication is to be kept, and outline strategies for minimising the identified risks.
- Advise parents the child cannot attend the education and care service unless the appropriate medication is provided each day the child attends.
- Advise the parents the child cannot attend education and care unless the medical management plan and the risk minimisation and communication plan is current and on the educators premises.
- Where a child has been diagnosed as at risk of anaphylaxis, a notice stating this must be displayed at both the Educator's Service and at the FDC Service;
- Ensure that at all times Educators and Service staff working with children have current training in asthma and anaphylaxis management.

Educators will:

- Review the Medical Management Plan to ensure it states what symptoms and signs to look for, what action to take, including authorised nominees, the child's doctor, and what first aid to give.
- Seek information about any specific health care need, allergy or relevant medical condition that a child may have during the enrolment process and on an ongoing basis. This information will then be communicated in writing (Current Medical Management Plan) between the parent Educator and Co-ordination Unit staff.

Complete the Risk Minimisation and Communication plan for the individual education and care service in consultation with the family before the child commences care considering:

  - Signs and symptoms
  - Any specific monitoring required,
  - Any specific medication/treatment required,
  - What meals and snacks are required including food content, amount and timing,
  - What activities and exercise the child can or cannot do, and
  - Whether the child is able to go on excursions and what provisions are required.
- Ensure that at all times they have current training in First Aid including Asthma and Anaphylaxis Management.
- Ensure the child has the specified medication outlined in the Medical Management Plan every time the child arrives in care.
- Ensure children are supervised at all times.
- Ensure all appropriate medication is taken on excursions and review the Risk Minimisation and Communication plan for the excursion.
- Ensure no child is left at the education and care service without a current Epipen if required on the Medical Management Plan.

- Refuse education and care to a child if they do not have the appropriate Medical Management Plan, Risk Minimisation and Communication Plan and medication when the child arrives for care.
- Ensure any medication brought to the service specifically including Epipen is stored as per manufacturer's instruction and is inaccessible to children.
- Ensure any incidence of anaphylaxis and infectious disease in that service is recorded on the Educator's Registration Certificate.
- Ensure a child at risk of food allergies eats food that has been specifically prepared for him/her usually by the parent. Where the Educator is preparing food for the child, ensure that it has been prepared according to the parent's instructions and has been approved by the parent.
- Bottles, other drinks and lunch boxes, including any treats, provided by parents/guardians of a child with a severe food allergy should be clearly labelled with the child's name.
- Ensure children do not trade or share food, food utensils and food containers.
- Ensure nuts and fish and other high-risk foods are not introduced to children in the education and care service either as a food or in a play experience.
- Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children.
- Consider in some circumstances it may be appropriate that a highly allergic child does not sit at the same table when others consume food or drink containing or potentially containing the allergen. However, children with allergies should not be separated from all children and should be socially included in all activities.
- Ensure when the at-risk child is allergic to milk, non-allergic babies are held when they drink formula/milk.
- Ensure tables, bench tops and high chairs are washed down after eating.
- Ensure hand washing for all children upon arrival at the service, before and after eating.
- Ensure they follow measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food – such as careful cleaning of food preparation areas and utensils.
- Ensure where other parents/guardians send food to the Educators home for their own child, they will be informed not to send food containing specified allergens or ingredients as determined by the Educator and Parent/guardian of the child with the allergy.
- Ensure the current Medical Management Plan, Communication Plan and Risk Minimisation Plan are stored that is easily accessible by Educators, volunteers, Educator Assistants, Co-ordination Unit staff and families. An updated photo of the child will also be kept with the Medical Management Plan.
- Ensure volunteers or Educator assistants on the premises are aware of the child with the medical condition and appropriate medical management.
- Risk Minimisation Plans and communication plans will be reviewed at least annually or, as the Medical Management Plan is reviewed. This review will include the Educator and the family and be communicated to the Coordination Unit.
- Ensure the Medical Management Plan is followed in the event an incident relating to the child's specific health care need occurs.
- Display emergency contact phone numbers by the telephone.
- Be aware of aspects of the indoor environment that may be triggers for asthma in children, which include:
    - dust mites, gardens/pollen, mould, chemicals, animals, air pollution, bush fires, colds and flu, diet/food, emotions, exercise, heating/air conditioning, medications, stress, weather/thunderstorms.

- Reduce exposure of children to indoor allergens by:
  - Regularly vacuuming and shampooing carpets, rugs and upholstered furniture and washing fluffy toys;
  - Regularly cleaning bedclothes; - treating and preventing growth of mould (when using chemical sprays such as pesticides and cleaning agents, spray when children are not present in the immediate vicinity);
  - Controlling pest infestations;
  - Minimising having pets indoors and ensure they are in a clean and healthy condition; and
  - Using dust resistant mattress and pillow covers.
- Record any medication given on the CBFDC Medication Authorisation form.
- Complete the CBFDC Incident Injury Trauma Illness Record and send in to FDC within 24 hours if an incident occurs.
- If a child self-administers medication ensure the practices for self-administration of medication procedure is followed.
- Complete a Medical Management and Action Plan Diabetes form, for a child diagnosed with Diabetes. This needs to be completed annually from a General Practitioner.
- An educator cannot administer an insulin needle, as this is not your profession and qualification.

If a child self-administers medication, ensure the correct procedure is followed.

Practices for self-administrative of medication:

A child over pre-school age may self-administer medication under the following circumstances:

- Written authorisation is provided by the person with the authority to consent to the administration of medication on the child enrolment form;
- Medication is to be provided to the Educator for safe storage, and they will provide it to the child when required;
- Following practices outlined in the Medical Conditions Policy including anaphylaxis and allergies, asthma and diabetes;
- Self-administration of medication for children over pre-school age will be supervised by the Educator;
- Develop a communication plan for staff members, educators and parents to ensure the child's medical management plan and location of the child's medication is clearly communicated to Service staff, volunteers and students visiting the Service.

Managing Children with Asthma, Anaphylaxis or Diabetes Guidelines:

In any case where a child is having an acute asthma attack the following steps should be followed:

- Administer first aid or medical treatment according to either:
  - Emergency Asthma First Aid Plan.
  - the child's Asthma First Aid or Medical Management Plan; or
  - A doctor's instructions.
- Dial 000 or 112 for an Ambulance and notify the families in accordance with the Regulation and guidelines on emergency procedures;
- Staff/Educators must inform the Service if they administer first aid.
- Ensure regulations and policies are adhered to when administering medication and treatment in emergencies, and written consent has been given;
- A written Management Plan for the known Medical Condition following enrolment and prior to the child commencing care which should include:
  - Signs & symptoms to be aware of;

- ❖ Any specific monitoring required;
- ❖ Any specific medication/treatment required;
- ❖ What meals and snacks are required including food content, amount and timing;
- ❖ What activities and exercise the child can or cannot do;
- ❖ Whether the child is able to go on excursions and what provisions are required;

In any case where a child is having a suspected diabetic episode the following steps should be followed:

- Administer first aid or medical treatment according to either:
  - ❖ First Aid training;
  - ❖ the child's Diabetic First Aid or Medical Management Plan; or
  - ❖ A doctor's instructions.
- Dial 000 for an Ambulance and notify the families in accordance with the Regulation and guidelines on emergency procedures;
- Educators must inform the Service if they administer first aid.

Families are required to:

- Complete medication forms to allow the Educator to administer medication accordingly;
- Ensure authorised nominee for consent of medication is provided on child enrolment form.
- Provide the Educator and Co-ordination Unit with:

- A current copy of the child's Medical Management Plan including the doctors name, address and phone number in case of emergency.
- Work with the Educator to ensure a risk minimisation plan and communication plan is developed before the child attends care. This is updated at least annually.
- Ensure each time their child attends the education and care service they have the appropriate medication and Epipen (if necessary).
- An Educator will refuse education and care to a child if they do not have the appropriate medical management plan, risk minimisation and communication plan and medication when the child arrives for care.

Nappy Changing, Toileting and Hand Washing

RATIONALE: Educators will minimise the spread and risk of infectious diseases between children and Educators by ensuring nappy changing, and toileting is conducted with safe hygienic practices.

POLICY STATEMENT

Many diseases are spread by faeces, urine or other body fluids. Childcare workers and children in care are at about twice the usual risk of diarrhoeal infections and increased risk of hepatitis A, due to changing and handling of soiled nappies and assisting young children with toileting routines. Efficient changing and disposal of soiled nappies and safe toileting and toilet training methods significantly reduces the risk and the spread of diseases transmitted by faeces and body fluids

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Public Health Act 1991 2010 No127.
- Work Health and Safety Regulation 2011 (NSW).
- Work Health and Safety Act 2011 (NSW).
- Staying Healthy In Childcare – Preventing infectious diseases in child care 5th edition – 2012.
- www.nhmrc.gov.au.

PROCEDURES

The Coordination Unit will:

- Be aware of the requirements of the Education and Care Services National Regulations 2011 and the National Quality Standard in regard to nappy changing and toileting practices and facilities;
- Keep up to date with information about current hygienic practices in childcare services;
- Resource Educators on current advice from health authorities in regard to hygienic practices for nappy changing and toileting routines in childcare;
- Monitor safe hygienic practices in regard to nappy changing and toileting practices and facilities by Educators as part of the home visits conducted by Service staff;
- Support the Family and Educator with specific health and hygienic needs.

Educators will:

- Abide by their obligations under the Education and Care Services National Regulations 2011 and the National Quality Standard. This includes the following requirements:
    - ❖ A children's service must have laundry arrangements;
    - ❖ The premises of the children's service must have safe, sanitary facilities for storage of soiled clothes, linen and nappies before laundering or disposal;
    - ❖ Nappy change area separate to bottle and food preparation;
    - ❖ The premises of a children's service must have toilet, hand washing and bathing facilities that are safe and appropriate to the ages of the children at the service and must have products and equipment for cleaning those facilities whenever necessary;
        - ➢ Hand washing facilities for adults in the immediate vicinity of the nappy changing area;
        - ➢ Sanitary facilities for the storage of soiled nappies pending laundering or disposal of the nappies
    - ❖ The dignity and need for privacy of each child is respected during nappy changing and toileting;
    - ❖ Children are closely attended on the nappy change table (if applicable);
    - ❖ Toileting “accidents" and bed wetting are managed in positive and supportive ways;
    - ❖ Consultation with families on any toileting issues relating to their child;
    - ❖ Sharing of information about a child's nappy changing and toileting while in care with that child's family;
    - ❖ Support nappy changing and toileting as being relaxed and positive experiences e.g. nappy changing used as an opportunity to engage in one to one games and songs;

Families are encouraged to:

- Discuss toileting issues relating to their child with the Educator;
- Work in partnership with Educators and Service staff to ensure toilet training with their child is addressed with consistent routines and minimal stress;
- Provide adequate nappies, wipes and spare clothing for the Educator to use.

PRACTICES

1. **<u>Nappy Changing</u>**

- Have an area specifically set aside for changing nappies;
- Check to make sure that all the supplies you need are ready;
- Get a walking child to walk to the change mat;
- Carrying a child away from your body is only necessary if there are faeces on the child and/or their clothing;

- Disposable nappies may reduce the risk of infections as disposable nappies do not "leak" as easily as cloth nappies and are able to be disposed of immediately.
- Use the following method to stop disease spreading through contact with faeces.

2. Toileting

- Ask families to supply several changes of clothing;
- Place soiled clothes in a plastic bag, tying the top firmly, for families to take home at the end of the day;
- Help the child use the toilet;
- Help the child wash and dry their hands. Ask older children if they washed and rinsed their hands, counting slowly to 10 or singing for this length of time. Explain to the child that washing their hands and drying them properly will stop germs that might make them sick.
- Using a potty chair increases the risk of spreading disease. If the child can use a toilet this is preferable. If the child must use a potty, empty the contents into the toilet and wash the chair. Do not wash it in a sink used for washing hands.

3. Hand Washing Procedure

Use the following method to make sure your hands and the children's hands are as germ free as possible. The process of thoroughly washing and rinsing your hands should take 10-15 seconds. This can be achieved by slowly counting to 10 when you wash and then slowly counting to 10 when you rinse. This is about as long as it takes to sing "Happy Birthday" twice. Wash hands with soap and running water, preferably warm.

1. Wet hands with running water (preferably warm water for comfort)
2. Apply soap to hands.
3. Lather soap and rub hands thoroughly.
4. Rub hands together for at least 15 seconds.
5. Rinse thoroughly under running water.
6. Turn off the tap using paper towel.
7. Dry thoroughly with a new paper towel.

The three-step method for hand rub cleaning:

1. Apply the amount recommended by the manufacturer onto dry hands.
2. Rub hands together, making sure you cover in between fingers, around thumbs and under nails.
3. Rub until hands are dry.

Liquid soap dispensers and disposable paper towels are the preferred option for hand washing. Alcohol based hand cleaners can have a role if proper hand washing facilities are not available, e.g. on excursions. After several uses of an alcohol based hand wash cleaner you will need to wash your hands properly with liquid soap and water.
While on excursions where water may not be available, Educators must make arrangements to ensure hands are cleaned appropriately to prevent the spread of infection.

Drying of hands
Using disposable paper towel is the preferred option in education and care services. Cloth towels, if used, should only be used by one person (not shared) and hung up to dry between uses. We recommend you use hand towels for each individual child, as it is more sustainably for our environment.

Recommendations for when to wash your hands and at any other time as required:

Educator

Before	***After***

Starting work	*Changing a nappy*
Giving medication	*Coming from outside play*
Eating or handling food	*Using the toilet*
Before nappy changing	*Cleaning the nappy change area*
	Helping the children to use the toilet
	Wiping a child's nose or your own
	Eating or handling food, handling the garbage
	Applying sun cream or other lotions to one or more children
	Cleaning up faeces, vomit or blood
	Touching animals

Children

Before	***After***
Eating or handling food	Eating or handling food
	Touching nose secretions
	Using the toilet
	Coming in from outside play
	Touching animals
	Having their nappy changed
	Coming in contact with blood, faeces or vomit

Non Compliance

RATIONALE: As the approved provider Cabonne Council is required by Law to ensure educators meet the requirements of the Education and Care Services National Law 2010 and the Education and Care Services National Regulations.

POLICY STATEMENT

Cabonne/Blayney Family Day Care will ensure the requirements of the Law and regulations are met at all times to ensure the safety and wellbeing of all children, families and community members, educators and staff. These requirements need to be met to ensure the service remains licensed and eligible for CCB

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011Clause 168
- NSW Occupational Health and Safety Act 2000
- NSW Occupational Health and Safety Regulations 2001

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018(ACECQA)
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).

PRACTICES

The Coordination Unit will:

- Inform and ensure that all educators understand their responsibilities in relation to regulations, National Quality Framework, Early Years Learning Framework (EYLF)

and My Time Our Place (MTOP) and Cabonne/Blayney Family Day Care Policies Procedures and Guidelines.

- Provide training to inform and assist educators in their understanding of the responsibilities in relation to National Regulations, National Quality Framework, EYLF & MTOP and Cabonne/Blayney Family Day Care Policies Procedures and Guidelines.
- Have a system in place to monitor current practice and identify areas for continued improvement.
- Identify breaches to the National Law and National Regulations and bring this to the educator's attention.
- Follow up with any necessary action that is identified as being proportionate to the issues which arise.
- Document issues relating to noncompliance with National Law and Regulations or National Quality Standards and continue to document discussions or take notes from meetings around these issues. To develop and enforce a Quality Improvement Plan, based on the nature and severity of the breach, outlining expectations, strategies and a time frame.
- To review and finalise any quality improvement plans put in place.
- Maintain an ongoing log of an individual educator's noncompliance in any areas of their service delivery and communicate with the Nominated Supervisor about concerns over an accumulation of breaches.
- Suspend the Educator or deregister the Educator as necessary depending on the severity of the breach or allegation.
- Notify the Regulatory Authority of any serious incidents or complaints which allege a breach to the legislation.

An Approved Provider must notify the Regulatory Authority of the following information in relation to an approved Education and Care Service operated by the Approved Provider –

a) Any serious incident at the approved Education and Care Service;

b) Complaints alleging-

- ***i. that the safety, health and wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved Education and Care Service; or***
- ***ii. that this Law has been contravened***

- The Nominated Supervisor or delegated representative will be informed of any issues with noncompliance
- The Nominated Supervisor or delegated representative may contact the Educator to discuss any noncompliance issues of a more serious nature.
- If an Educator continues to have breaches of the Education and Care Services National Law or National Regulations or other relevant legislation ,a meeting may be arranged with the Service Manager (or delegated representative) and/or Approved Provider to develop strategies to support the Educator in meeting the requirements of CBFDC. A quality improvement plan or formal warning letter will be used to identify the expectations, strategies and set specific time frames for compliance.
- Have a system in place to monitor current practice and identify areas for continued improvement.ie Quality Improvement Plan.
- Explain to the Educator the breach and appropriate action, which needs to occur. If the Educator requires a support person in this process this support person can attend a meeting to support the Educator but not speak on their behalf.
- The Approved Provider will consider confidentiality and the severity of the breach to determine if families enrolled with the Educator are notified of non-compliance issues.

- Subsequent meetings with the Educator may be required, however a timely outcome will be sought regarding reopening of the education and care service if suspension occurs.

Educators will abide by the following:

- Education and Care Services National Regulations 2011
- Education and Care Services National Law 2010
- Early Years Learning Framework 2010
- My Time Our Place 2011
- NSW Occupational Health and Safety Act 2000
- NSW Occupational Health and Safety Regulations 2001
- Cabonne/Blayney Family Day Care Policies Procedures and Guidelines.
- Educator's Agreement
- State Records Act (NSW) 1999
- Privacy and Personal Information Protection Act (PPIP Act)1998 and Government Information (Public Access Act 2009) (GIPPA)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Other relevant legislation
- Participate in professional development, ensure understanding of the requirements of the above documents, and refer to them to determine appropriate practices and procedure.
- Comply with any quality improvement plan or address a non-compliance issue in the stated time frame.
- Rectify the breach as soon as it is brought to their attention.
- Seek clarification from Co-ordination Unit staff on any areas that they are unsure Understand the monitoring and enforcement actions that are prescribed under the National Law and National Regulations carried out by the Regulatory Authority.
- To work cooperatively with the Coordination Unit staff or representatives of the Approved Provider to come to a satisfactory outcome.

PROCEDURES

Service Approved Provider role:

- Support Coordinators will document any suspected issues of noncompliance in the appropriate area on their visit record.
- These issues of non-compliance will be brought to the educator's attention and immediate rectification will take place where necessary.
- At times a Support Coordinator may seek clarification on any suspected areas of noncompliance and follow up with the educator after the visit.
- The Nominated Supervisor or delegated representative will be informed of any issues with noncompliance that could not be rectified at the time that they were brought to the educator's attention.
- A time frame to address noncompliance issues may be negotiated between the educator and Nominated Supervisor or delegated representative.
- The Nominated Supervisor will document the nature of the breach and time frame within which the breach is to be rectified.
- If the Nominated Supervisor or delegated representative deems it necessary, they will communicate with the Approved Provider and an educator may be suspended.
- Following an educator's suspension a meeting will be held at a mutually appropriate time between the Educator, the Nominated Supervisor or delegated representative

and the Approved Provider. The issues will be addressed and an appropriate course of action will be identified. This may include an action plan which identifies the noncompliance issues, the services' expectations and appropriate strategies to reach an outcome and specific time frames to review and finalise the action plan.

Note: The educator may wish to have a support person attend this meeting.

It will be at the discretion of the Nominated Supervisor and the Approved provider if families enrolled with the educator are notified of noncompliance issues depending on the nature and severity of the breach or breaches.

Subsequent meetings with the educator may be required, however a timely outcome will be sought.

Appeal by an Educator

- Refer to Grievance Policy

Participation of Volunteers and Students

RATIONALE: To ensure the rights and dignity of each child is catered for in this training environment and that procedure is followed in ensuring safe people are considered for placement.

POLICY STATEMENT

Cabonne/Blayney Family Day Care is committed to the training needs of students and the need to impart knowledge and experience from staff and Educators. Professional development is an important aspect of Early Childhood training. It is essential that students are provided with opportunities and resources to demonstrate their competencies, and to gain experience. It is acknowledged hosting a student is also a great opportunity for Educators to remain abreast of current Early Childhood practice.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- Children and Young Persons (Care and Protection) Act 1998
- The Ombudsman's Act 1974 Act 68 of 1974

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA). National Quality Standards 2018(ACECQA)
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).
- Keep Them Safe: A shared approach to child wellbeing", NSW Government Children Legislation Amendment (Wood Inquiry Recommendations Act 2009) www.keepthemsafe.nsw.gov.au

PROCEDURES

Cabonne/Blayney Family Day Care will offer placements to:

- High school students who wish to gain work experience as part of a high school program, where the school has initiated the work experience, identified the student's suitability, worked with the service to arrange suitable times and provided authorisation for the student to participate.
- Students attending other registered training organisations and studying in a relevant field, such as childcare, teaching, recreation or community services where the training organisation has initiated the placement, identified the students suitability, worked with the nominated supervisor in relation to times and expectations and provided written authorisation for the student to participate.

Student placements are to be arranged through the HR Department of Cabonne Council.

The Coordination Unit will:

- Provide Educators and students with appropriate paperwork to authorise the placement
- Provide students and volunteers with guidelines identifying their responsibilities, expectations and code of conduct while at the service during a work experience induction
- Ensure Students and volunteers over the age of 18 years have completed a Working with Children Check Declaration prior to commencing with the Educator
- Give support and guidance to students and volunteers where possible.
- Visit the student whilst on practicum to demonstrate the role of the Service.
- Encourage students and volunteers to participate and communicate in an open and honest manner.
- Ensure that students and volunteers do not discuss children's development or other issues with parents.
- Request that students and volunteers adhere to all areas of confidentiality. Educators will:
- Ensure students and volunteers are never left alone or in charge of any children.
- Inform families when a student or volunteer is on placement at the service, if applicable.
- Provide ongoing constructive feedback and assessment that is fair and equitable.
- Provide students and volunteers with opportunities to learn and participate in a positive, encouraging environment.
- Liaise with Cabonne/Blayney Family Day Care and other supervisory bodies regarding the placement
- Consult with their families before the placement occurs and inform them of the student Volunteers role

Students and Volunteers will:

- Comply with all obligations under the NSW Child Protection Legal Framework.
- Abide by the Education and Care Services National Regulations 2011 and CABONNE/BLAYNEY FAMILY DAY CARE Policies, Guidelines and Procedures while on placement and sign a Volunteer Code of Conduct.
- Take responsibility for the role that they are undertaking whilst on placement, viewing it as part of their own professional development.
- Inform the Educator early in the placement of requirements of practicum which need to be completed.
- Work with the Educator to timetable requirements
- Be responsible for completion of own assessment requirements
- Sign the visitors register whenever entering or leaving the Education and care service

Families will:

- Be aware of the student/volunteer involvement in the service and their roles and responsibilities

Pets and Other Animals

RATIONALE: To ensure the health, safety and wellbeing of children, parents, staff, visitors and pets.
Pets are a valued part of many families and access to pets in any Educators home can provide children in care with many positive learning experiences. Pets can be companions and through helping to care for them, children can learn about being responsible and treating animals humanely.

POLICY STATEMENT: Cabonne/Blayney Family Day Care acknowledges, the presence of animals in the education and care service will be managed by educators to ensure that the safety and wellbeing of children, families, educators and animals is maintained at all times. Educators will consider the risks versus the benefits of including animals in the educational program.

Pets and other domestic animals are a valuable part of many family day care settings. Pets and domestic animals can play a significant role in children's learning and development. As with all experiences in family day care, it is the responsibility of services to identify and manage any possible safety or health risks to children.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Kidsafe

PROCEDURES

The Coordination Unit will:

- Provide Professional Development and/or resources to Educators and families on health and safety practices for pets and other animals.

- Monitor the compliance of the policy and help Educators develop risk management plans for animals.
- Inform Families of the service requirements and Child Care Regulations for managing pets in Family Day Care when required.

Educators will:

- Inform Families of any animals at their residence.
- Inform Families and the Co-ordination Unit prior to a new pet coming into the home environment, to ensure EWSA is updated.
- Inform Families of what measures are in place for animals to remain inaccessible to children.
- Vacuum and clean furniture and floors daily, before children arrive if pets are kept indoors when the service is closed.
- Ensure all animals are isolated from the children in care at all times. Area to isolate dogs from children – fence 1.2 metres high. Birds are to be in an inaccessible locked enclosure. Reptiles must be inaccessible in a locked enclosure.
- All animal fencing must restrict penetration by small fingers; eg: dog enclosures.
- Children may have minimal closely supervised access to animals/birds under the direct control and supervision of the Educator.
- An initial risk assessment must be conducted and documented before children have access to animals/birds and permission must be attained from the Family, and a pet form has been completed.
- Ensure any experience involving dogs to be discussed with Service before the risk management plan is completed and the experience.
- Ensure Children and Educators wash hands immediately after handling animals.
- Ensure all animals kept at the premises are clean and healthy and do not have any diseases that can be transmitted to children. Pets should be vaccinated, de-wormed and free of fleas or other pests or infections.
- Ensure any bedding, toys, litter tray, food feeding container or water container used or consumed by animals is inaccessible to children.
- All play areas are kept free from the following- animal droppings, bones, and holes dug by animals.
- Ensure animals do not have access to areas in the residence accessed by children, bedding used by children, toys or play equipment used by children, food preparation areas or food prepared by the Educator, eating surfaces or utensils.
- Ensure no animal travels in a motor vehicle with a child.
- When any animal or bird is introduced to children, the Family Day Care Educator will be sensitive to the fears and anxieties of the children and parents.
- Children will be encouraged to treat animals and birds with respect.
- When children are interacting with animals the experience must be supervised.
- Specific animals, including certain breeds of dogs which are identified from time to time as dangerous to children must be kept in an enclosed area separate and apart from any area used by the children in care. Children must have no access and no ability of contact at any time to these animals. The Family Day Care Educator must ensure that animals are NOT present, nor have access to the same area in which a child is sleeping. Animals that have been cited as ‘Dangerous’ (by Council or by CBFDC staff) must by no means be allowed to interact with children under any circumstances.
- Dogs with recurrent ear infections or recurring illnesses should be housed in a separate area from children, regardless of current health status. This minimises inadvertent pain or stress to an otherwise gentle animal (such as patting an infected ear) which may cause it to lash out.

- The Family Day Care Educator should deter animals from being on areas used for food preparation and eating.
- When children are using play areas:
- Animal droppings and animal hair must be removed daily before children arrive, or as required during the day.
- Animal bedding, food, bones, water and feeding containers must be inaccessible to very young children (under 18 months). Discussions will be held with older children about safety and hygiene around animals feeding and sleeping areas.
- Poultry, live-stock and beehives must be maintained per the Local Council Environmental Health By-Laws.
- Educators are required to ensure appropriate registration and licensing of animals as required by law and government regulations (e.g. council registration, wild life license, reptile keepers license)
- Educators most be aware of any children who any allergies relating to animals before commencing care or any fear of particular animals.

Physical Activity and Screen Time Policy

RATIONALE: The increasing prevalence of overweight and obesity in childhood reflects the levels of physical activity and sedentary behaviour of entire communities. Developing healthy habits associated with being physically active sets the foundation for good habits in later life and can impact on immediate and long term health outcomes.

Early childhood education and care services are an ideal place to develop good habits in young children and influence the behaviours of families. Educators and families can work together to share the responsibility of making physical activity a priority both inside and outside the home.

POILCY STATEMENT:
Cabonne/Blayney Family Day Care seeks to promote children's physical activity by supporting the development of their gross motor skills and fostering the emergence of their fundamental movement skills through a range of intentionally planned and spontaneous active play learning experiences. Our service also supports limiting the amount of time children spend engaging in screen time and sedentary behaviour for recreational purposes.
Our service is committed to a journey of continuous improvement, striving for quality service provision under the National Quality Framework. We will ensure key physical activity messages within *Munch & Move* are embedded into our curriculum supporting the *National Physical Activity Recommendations for Children Birth to 5 years* outlined in the *Get Up & Grow* resources.

RELEVANT LEGISLATION:
- Education and Care Services National Law 2010.
- Education and care Services National Regulations 2011 (Clause 88).
- Public Health Act 2010 No 127 (NSW).

KEY RESOURCES:

- NSW Health *Munch & Move* program resources available on the Healthy Kids website www.healthykids.nsw.gov.au
- *Move and Play Every Day*, 2014, www.health.gov.au/internet/main/publishing.nsf/content/health-pubhlth-strateg-phys-act-guidelines#npa05
- SunSmart NSW – www.sunsmartnsw.com.au
- Kidsafe – www.kidsafe.com.au

The Coordination Unit and Educators will:

1. **Promote children's participation in a range of safe active play learning**
Provide opportunities for children to be active every day through a balance of planned and spontaneous active play experiences (including everyday physical tasks), in the indoor and outdoor environments.

- Plan daily intentional Fundamental Movement Skills (FMS) experiences to support children's physical activity and their FMS development. This includes daily floor-based play for babies – tummy time, and the intentional planning of FMS experiences for older toddlers and preschool-aged children that consists of a warm-up, FMS game and a cool-down.
- Foster the development of a range of FMS - including running, galloping, hopping, jumping, leaping, side-sliding, skipping, overarm throwing, catching, striking a stationary ball, kicking, underarm throwing and stationary dribbling.
- Ensure active play experiences are play based, varied, creative, developmentally appropriate and catered to the abilities and interests of each individual child.
- Support educators to provide active play experiences that encourage children to explore, challenge, extend and test their limits.
- Ensure all active play experiences are safe by providing an appropriate environment - ensuring all equipment is developmentally appropriate and well maintained and supervision is constant.
- Encourage children's participation in physical activity of varying intensity (e.g. lighter through to vigorous activity).
- Provide space, time and resources for children to revisit and practice FMS and engage in active play.
- Educators will provide opportunities for learning about the importance and benefits of being physically active, and involve children in the planning of active play experiences.
- Educators will actively role model to children appropriate physical activity behaviours.
- Encourage children to consume water before, during and after active play experiences.

- Provide opportunities for physical activity during excursions (e.g. walking excursions promoting physical activity and safe active travel).
- Provide opportunities for educators to undertake regular professional development to maintain and enhance their knowledge about early childhood physical activity.

2. Provide a positive active play environment which reflects cultural and family values

- Positively encourage children to participate in a range of active play experiences.
- Provide children with ongoing encouragement and positive reinforcement.
- Provide positive instruction, role modelling of the correct FMS and constructive feedback to children to assist them in developing and refining their FMS.
- Plan active play experiences that are inclusive of and reflect the diverse cultural backgrounds of our educators, families and community.
- Work in collaboration with families and other professionals to provide active play experiences that are inclusive of all children including those with additional needs.
- Promote physical activity for everyone to participate in a fun experience and not for competition.
- Invite and engage families and the wider community to participate in promoting physical activity with the children.
- Encourage children and families to choose active travel options to and from the service and provide safe storage of active travel equipment while children are in care at the service.
- Encourage children to be understanding and accepting of the different physical skills and abilities of other children.
- Provide families with information and ideas on incorporating physical activity at home, including sharing information about community events that promote children's wellbeing through physical activity.

3. Promote lifelong learning and enjoyment of physical activity

- Provide opportunities and encourage all educators to engage in professional development topics related to promoting physical activity and limiting small screen time for example *Munch & Move* training.
- Offer a range of active play learning experiences.
- Encourage children to be as active as possible during daily active play times.
- Encourage all children to participate in active play experiences to the best of their ability.
- Provide opportunities for children to engage in discovery learning about the importance of being physically active and reducing small screen time as part of their learning experiences.
- Assist children to develop daily habits, understanding and skills that support health and wellbeing.

- Ensure any fundraising promotes healthy or active lifestyles and advocates for children's wellbeing.

4. Limit time children spend engaging in screen time (television, DVDs, computer and other electronic games) and sedentary behaviour whilst at the service

- Limit the amount of time spent on screens.
- Endeavour to limit experiences involving screen use to those which have an educational component – including movement.
- Discuss with children the role of screen time in their lives and support them in making healthy choices about their use of screen time for both education and recreation.
- Educators to model appropriate screen behaviours to the children.
- Encourage the promotion of productive sedentary experiences for rest and relaxation.
- Ensure that an appropriate balance between inactive and active time is maintained each day.
- Under no circumstances is the screen to be used as a reward or to manage challenging behaviours.

5. Encourage communication with families about physical activity, gross motor and fundamental movement skills development and limiting screen time and sedentary behaviour

- Provide a copy of the *Physical Activity and Screen Time Policy* to all families during orientation to the service.
- Request that any details of children's additional needs in relation to physical activity participation be provided to the service.
- Encourage families to share with the service links between cultural backgrounds and physical activity.
- Communicate regularly with families and provide information, support and advice on physical activity, gross motor and fundamental movement skills development, everyday physical tasks, active transport and limiting screen time and sedentary behaviour. This information may be provided to families in a variety of ways including factsheets, newsletters, noticeboards, during orientation, information sessions and informal discussion.

Placement of Children In Care

RATIONALE: To ensure the service places children into care, in accordance with the current Child Care Service Handbook, in a fair and equitable manner to all families.

PROCEDURES

The Coordination Unit will:

- Enter family details on the Family Day Care Placement Register in date order of receipt of registrations.
- Facilitate placements within the service by matching care requirements such as age and number of children, hours of care, starting dates and location, with Educator vacancies.
- Contact families as Educator vacancies become available that may suit the family's requirements.
- Advise families that the Educator's vacancy is being given out a couple of times to provide choice for the family and the Educator. Request families, at the time of referral, to make contact with the Educator within 24 hours.
- Advise families that for their name to remain on the Family Day Care Placement Register they are required to contact the Service monthly to confirm their continuing need for care and to ensure that the details are up to date.

Educators are required to:

- Keep the Service up to date with their current vacancies.
- Advise the Service of details of new families starting as soon as possible after interviewing the family.

- Obtain a copy of the child's Registration form before the child commences.
- Confirm with families they have been contacted by the Service to offer the placement.
- Contact the Service to check priority of access on the Placement Register if contacted directly by a family requiring care before offering the position to the family.
- Support the Service in maintaining Priority of Access Guidelines and Placement Register procedures.

Families are required to:

- Register with the service if requiring care.
- Maintain regular contact with the service whilst on the Placement Register to ensure details are current and correct.
- Contact Educators promptly after referral (within 24 hours).
- Advise the Service promptly of their decision for placement after interviewing an
- Educator.
- All families must register with the service by completing a Family Registration Form.
- Families and Educators that have discussed a childcare place without going through the Placement Register must contact the Service prior to registration to ensure the place being offered is made in accordance with Procedure: Placement of Children in Care and DEEWR Child Care Service Handbook: Priority of Access Guidelines.

Programming for Development and Education

RATIONALE: To assist educators to provide a program and practice to each individual child, that is child centred, stimulating, values the importance of play, and is in a supportive environment that extends their learning. We will provide young children opportunities to maximise their potential and develop a foundation for future success in learning. CBFDC will ensure that all children will experience quality teaching and learning.

POLICY STATEMENT

The educational program and practice must be appropriate to the developmental and emerging skills to the children. Parents, children, educators and the service staff will work in partnership to plan for children's development and learning in a nurturing and supportive environment.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010 Section 168 and 323.
- Education and care Services National Regulations 2011 (Clause 73, 74, 75, 76).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- Guide to the National Quality Framework 2018 (ACECQA).
- Current Childcare Service Handbook (CCMS) (Australian Government).
- Being, Belonging and Becoming: The Early Years Learning Framework for Australia (Australian Government 2011).

- My Time Our Place: Framework for School Aged Children (Australian Government 2011).

PROCEDURES

Program Planning and Documentation

Educators will:

1. Ensure the educational program enhances each child's learning and development.
Specifically:

- Ensure curriculum decision making using the approved framework contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing confidence as learners and effectiveness as communicators.
- Ensure each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
- Ensure all aspects of the program, including routines are organised in ways that maximise opportunities for each child's learning.
- Maintain a balance of home based activities with outings planned to enhance learning opportunities.
- Allow children to freely select experiences.
- Provide indoor and outdoor learning environments that are welcoming spaces.
- Provide indoor and outdoor learning environments, which are designed and organised to engage every child in quality experiences, both built and natural environments.
- Provide opportunities for school aged children that complement their school experiences as well as their individual interests and home experiences.
- Allow children to take risks.

2. Facilitate and extend each child's learning and development.
Specifically:

- Use intentional teaching to ensure they are deliberate, purposeful and thoughtful in their decisions and actions.
- Respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback.
- Ensure each child's agency is promoted enabling them to make choices and decisions that influence events about their world.
- Ensure the program of activities is flexible and allows opportunity to build on children's discoveries or spontaneous interest throughout the day.
- Ensure children's planned experiences are child focused and are based on observation of children's needs, children's voices, interests and responses to previous experiences.
- Seek and include information from parents to assist in the planning of activities for each child.
- Regularly talk to parents about their child's activities whilst in Family Day Care.
- Incorporate children's voices into the program.

3. Ensure a planned and reflective approach to implementing the program for each child.
Specifically:

    - Ensure each child's learning and development is assessed or evaluated as part of an ongoing cycle. This includes observations, analysing learning, documentation, planning, implementation and reflection.

- Ensure critical reflection on children is learning and development, both as individuals and in groups, drives program planning and implementation.
- Ensure families are informed about their child's progress and if requested provide.
    - The content and operation of the Educational Program as it relates to their child.
    - Information about their child's participation in the program - a copy of assessments or evaluations in relation to their child.
- Document (through a variety of individual methods) the evaluation and assessment of each child's developmental needs, interests, experiences and participation in the program. Incorporate each five outcomes of the Learning Frameworks on a regular basis.

Support Coordinators and the Educational Leader will:

- The Educational Leader to lead the development and implementation of the educational program and assessment and planning cycle.
- Ensure Educators are working towards the learning outcomes with each child;
- Assist the Educator with EYLF and MTOP reflective practice;
- Deliver information, resources and Professional Developments, which will assist an Educator with Education and Care Practices;
- Ensure all Educators are delivering an Education and Care program that address the child's needs;
- Ensure the Educator is involving the holistic child in the programming and planning process;
- Ensure the Educator is participating in the programming cycle- Observing, Planning, Programming, Reflection and Forward Planning;
- Be available to discuss a child's development with Educators and/or Families.

The Coordination Unit and Educators will:

- Ensure that sharing of information will remain a vital component of each child's program and will maintain a positive focus.
- Obtain written permission from parents to share information relating to their children, family and situation to external organisations or persons, if required.
- Share information relevant to a child and/or family if required for the placement, ongoing support or development of the child;
- Respond to families and children in an unbiased and consistent manner;
- Utilise parent knowledge as well as the resources provided by professional and community organisations to ensure the program is culturally relevant;
- Develop and maintain programs (through a variety of individual methods) of activities, which meet regulatory and National Quality Standard requirements.
- Programs are to be displayed at all times and kept for 12 months.

Training and Resources

The Coordination Unit will:

- Provide training opportunities for staff and Educators to ensure developmentally appropriate programs are implemented within the service for all children;
- Access support services to resource and support Educators in the provision of developmentally and culturally appropriate programs, for children with additional needs;
- Ensure that children and their families are supported in their individual cultural identity, home language and religious beliefs.

Make available to families on request:

- Contact details of other early childhood programs including long day care, pre-school, Outside of School Hours Care, play sessions, early childhood centres, and early intervention services;
- Information regarding choice of quality care (booklets, newsletter information or articles).

The Coordination Unit and Educators will:

- Support a family's decision to utilise other early childhood services.
- Provide training and/or information opportunities on school readiness to parents and educators;
- Promote the importance of school orientation programs;
- Promote to parents the importance of developing resilience in children as a preparation for school and accompanying routines.
- Ensure that the family of a child identified with additional needs is offered support by referral to the local Department of Education Early Intervention School Transition Officer or other relevant support services prior to school entry.
- Attend networking “Transition to School” workshops and seminars with other Early Childhood Services with the Central Tablelands.
- Assist children with disabilities make a smoother transition to school by accessing information for Families through attending information sessions on transition to school seminars/workshops and using resources on the website: www.transitiontoschoolresource.org.au
- Attend training.
- Maintain knowledge of current trends in planning and children’s learning and development.

Educators will:

- Develop activities and experiences, which prepare children for school entry by:
    - ❖ Encouraging interactions with peers in games and activities.
    - ❖ Encouraging the development of language and literacy skills in conversations, by reading books, drawing, writing, and other literacy type activities.
    - ❖ Developing simple routines.
    - ❖ Encouraging self-help skills (e.g. dressing, toileting, eating, looking after belongings, hand washing).

Professional Development

RATIONALE: To ensure Management, Service staff and Educators participate in Professional Development on a regular basis.

POLICY STATEMENT

Ongoing Professional Development for those involved in childcare services assists in ensuring that children are cared for by people who are informed and up to date with information on current practices within the Early Childhood field. Where appropriate, the service will offer opportunities to families and other children's services within the community to attend Professional Development that is organised by the service.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA).
- National Quality Standards 2018(ACECQA)- Quality Area 7
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).
- Belonging Being Becoming- The Early Years Learning Framework (DEEWR 2010) My Time, Our Place- The Framework for School Age Care in Australia (2011)

PROCEDURES

Management will:

- Take opportunities for ongoing Professional Development in Family Day Care where possible.
- Ensure the policies of the service meet the Education and Care Services National
- Regulations 2011in regard to Professional Development.
- Provide Professional Development opportunities for Service staff as Council employees.

The Coordination Unit will:

- Take opportunities for ongoing Professional Development where possible.
- Complete Professional Development in responding to suspected Child Protection issues every 2 years.
- Provide opportunities for all stakeholders to provide feedback relating to Professional Development requirements of the service.
- Ensure Educators are offered Professional Development opportunities that cover key business areas.
- Provide resources and information to Educators and families on childcare related areas.
- Evaluate Professional Development provided to management, staff, Educators and families for effectiveness.
- Provide an induction program for new Educators and their family members.
- Engage professionals external to the service as well as staff for the delivery of Professional Development.
- Provide Educators with relevant Professional Development records.
- Support Educators in their endeavours to obtain qualifications.

Educators will:

- Attend an induction program prior to commencing as an Approved Educator. Prospective Educator's family members will be encouraged to attend.
- Annually, participate in three or more Professional Development opportunities to keep abreast of current early childhood issues.
- Provide evidence that Professional Development has influenced practice.
- Complete Professional Development in responding to suspected Child Protection issues every 2 years.
- Participate in mandatory training as outlined by the Co-ordination Unit.
- Complete a Professional Development plan annually in conjunction with FDC Staff.

Families are encouraged to:

- Support the Educators in their endeavours to attend Professional Development.
- Provide feedback to the Service on any future requests for Educator/family Professional Development requirements.

Requirements for First Aid

In line with the Education and care services National Regulations 2011, it is a requirement that all Approved Family Day Care Educators and staff hold a current approved First Aid qualification and training in Asthma and Anaphylaxis management. Educators will not be allowed to operate their business without evidence of a current First Aid Certificate being provided to the Service before expiry. CPR must be renewed annually.

Educators who do not meet the requirements for Professional Development annually will be unable to continue operating their education and care service until these requirements are met. They may also may be removes from the Register of Approved Educators at the discretion of the Approved Provider and/or Nominated Supervisor.

Protecting Educators Wellbeing

RATIONALE: It is important for Educators and Co-ordination Unit staff to maintain a healthy work/life balance. When at work Educators and Co-ordination Unit staff need to consistently be able to deliver high quality outcomes for children, families and all stakeholders.

It is recommended that Educators:

- Talk to staff at the Service if you are feeling overwhelmed. Communicate in an open and honest way.
- Assess your own perception of the situation and try to put yourself on the other side, to see another point of view. Avoid being negative.
- In relation to particular stressors, seek information about the problem/issues to enable you to make better decisions about how to deal with the stressor.
- Develop a support network of others within and outside of Family Day Care, so that successes and solutions to problems may be shared. (Remember confidentiality).
- Try some stress release techniques, such as physical activity, relaxation techniques, yoga or talking to a friend about your situation. (Again be sure to maintain confidentiality at all times).
- Try to focus on the positives.
- Plan your time; this may require a change of habits. This should include time for your own relaxation and regular breaks from your business.
- Try and keep healthy, have a balanced diet and take time to exercise.
- Arrange to take breaks throughout the year to recharge
- Participate in schemes social occasions and events

Registration of Educators and Staff

RATIONALE: To ensure Educators and Service staff are selected on merit and with regard to anti-bias practise.

POLICY STATEMENT

Cabonne Council, as Licensee of Cabonne/Blayney Family Day Care, has an obligation to the community to ensure that all staff and Approved Educators are recruited in a fair and equitable manner based on merit and without bias. They must demonstrate an ability to meet and maintain the standards expected by the Federal, State and Local Governments, the service and the community in relation to the provision of quality child care.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- Children and Young Persons (Care and Protection) Act 1998
- The Ombudsman's Act 1974 Act 68 of 1974
- Work Health & Safety Act 2011(NSW)
- Work Health & Safety Regulation 2011(NSW).

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA)- Quality Area 7, Quality Area 4
- Guide to the National Quality Framework 2018 (ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).
- Cabonne Council Equal Employment Opportunity Management Plan

PROCEDURES

Management will:

- Advertise and recruit Service staff in line with Cabonne Council staff recruitment procedures, to deliver the outcomes of the service.
- Staff hours and requirements will be dependent on funding levels of the service.

The Coordination unit will:

- Advertise and conduct regular Educator recruitment and Information Sessions.
- Process Educator applications and register Approved Educators with the service in line with the Procedure: Selecting Approved Educators.
- Be consistent and fair in selecting Educators to register with the service.
- Ensure prospective Educators are aware of their requirements to gain minimum qualifications of Certificate III in Children's Services or actively working towards this qualification.

Educators will:

- Be over the age of 18 years
- Register with the service through the advertised procedure.
- Operate their childcare business as a self-employed operator once registered with the service.

- Provide evidence of current qualifications or the commitment to complete minimum qualification or actively be working towards a Certificate III in Education and Care Services.
- National Police Check
- Prove a Provider Digital access number.
- Sign and abide by the Educator's Agreement annually to remain on the Family Day Care Register.

An unsuccessful Prospective Educator can contact the Service for feedback on their unsuccessful application.

Registration of Family Day Care Educator Assistants

RATIONALE: The Education and Care Services National Regulations 2011 provides scope for the role of the Educator**.** Assistant to provide continuity of care for families and children.

POLICY STATEMENT

Educator Assistants are approved with Cabonne/Blayney Family Day Care to provide care and education in the primary educator's home when the primary educator is unavailable for less than a four hour period.

Cabonne Council, as the Approved Provider of Cabonne/Blayney Family Day Care, has an obligation to the community to ensure that all Educator assistants are recruited in a fair and equitable manner based on merit and without bias. They must demonstrate an ability to meet and maintain legislative requirements, service policies procedures and guidelines in relation to the provision of quality child care.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA). National Quality Standards 2018(ACECQA)
- Guide to the National Quality Framework 2018 (ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).

PROCEDURES

Definitions

Family Day Care Educator- a person who is directly involved, at his or her home, in educating, supervising or caring for children for a family day care children's service.

Educator Assistant- means a person registered with a family day care service to assist family day care educators.

Circumstances when an Educator Assistant can be used; (Clause 144 Education and Care Services National Regulations 2011). *An approved Family Day Care educator assistant may assist the family day care educator by:*

1. *In the absence of the family day care educator, transporting a child between the family day care residences or approved family day care venue to;*
   - *a school*
   - *another education and care service or children's service: or*
   - *The child's home.*
2. *Providing education and care to a child, in the absence of the family day care educator, in emergency situations, including when the educator requires urgent medical care or treatment; and*
3. *Providing education and care to a child, in the absence of the family day care educator to attend an appointment (other than a regular appointment) in unforeseen or exceptional circumstances, if the absences is for less than 4 hours; and the approved provider has approved that absence; and the notice of that absence has been given to the parents of the child.:*

Cabonne/Blayney Family Day Care will approve an Educator assistant role under the above circumstances, only when the family day care educator provides the written consent of a parent of each child being educated and cared for by the educator to use of the assistant in the circumstances set out above.

To be eligible to be an Educator Assistant a person must;

- Have a minimum Certificate III in Children's Services or actively working towards gaining a Certificate III in children's services.
- Be over 18 years of age.
- To be fit and proper person to be in the company of the children.
- National Police Check
- Provide a Provider Digital Access number
- Possess and maintain a current Apply First Aid Certificate, undertaken approved training in Emergency Asthma Management and Anaphylaxis management.
- Have a completed Working with Children Check.
- Participate in 3 professional development opportunities throughout the year.
- Sign and abide by the Educator Assistant Agreement and Educator Code of Conduct.
- Work in-accordance with Education and Care Services National Regulations 2011, Education and Care Services National Law 2010.
- Complete annually CPR

Educator Assistant Responsibilities

- Organise payment directly with the family day care educator they are assisting.
- Be familiar with the whereabouts in the family day care educator's service of:
  - first aid kit
  - fire extinguisher and evacuation plan
  - emergency numbers
  - parent contact numbers
  - children's details/special requirements
  - children's belongings
  - Equipment needed for the running of the day.
- Endeavour to carry out regular maintenance, safety and cleaning routines as needed.
- Discuss the day's program with the family day care educator. Where possible follow the normal routine of the children's day.
- The educator assistant must ensure that the parents complete the claim form/attendance records.
- The educator assistant is to issue a receipt for any payments collected on behalf of the Family Day Care educator.

Primary Educator's Responsibilities

- Discuss with parents which children will be needing care and what hours they will require. (Ensure the proposed leave meets the guidelines above for the appointment of an Educator assistant).
- Contact the Service to discuss the proposed appointment of the Educator Assistant.
- Contact educator assistant and tentatively book days needed. Anticipated hours and numbers of children and rate of payment should be discussed at this time.
- Obtain written consent from parents that their child can be educated and cared for by a named Educator Assistant.
- When possible, confirm with the educator assistant least one week before relief care commences, days needed, hours of care and number of children. Discuss any additional needs of children in care.

- Have parents complete the Educator Assistant Authorisation form. Form to be retained by the educator in their record file, and a copy for the office
- Ensure the educator assistant is familiar with the whereabouts of:
    - ❖ first aid kit
    - ❖ fire extinguisher and evacuation plan
    - ❖ emergency numbers
    - ❖ parent contact numbers
    - ❖ children's details/special requirements
    - ❖ children's belongings
    - ❖ other equipment needed for the running of the day
- Discuss maintenance, safety and cleaning routines and provide a check list of end of day duties
- Discuss the day's program with the Educator Assistant.
- Both the Family Day Care Educator and the Educator Assistant must complete separate attendance records for each child in care.
- The Family Day Care Educator is responsible for paying the Educator Assistant (this will be completed as a transfer through the timesheet).
- If the Family Day Care Educator needs to cancel the Educator Assistant's care, 24 hours' notice is required. If less than 24 hours' notice is given the Educator Assistant must still be paid for the care booked.

Relief Educator Policy

RATIONALE: Continuity of Educators practice and processes plays a vital role in promoting children's learning and development. The importance of continuity of care arrangements for families is also recognised and respected.

POLICY STATEMENT: Relief Educators are approved with CBFDC to provide care and education in the primary Educator's home when the primary Educator is on leave.

As the Approved Provider of Cabonne/Blayney Family Day Care, has an obligation to the community to ensure that all Relief Educators are recruited in a fair and equitable manner based on merit and without bias. They must demonstrate an ability to meet and maintain legislative requirements, and CBFDC Policies and Procedures in relation to the provision of quality education and care.

RELEVANT LEGISLATON:

- Education and Care Services National Law 2010 No104a
- Education and Care Services National Regulations

KEY RESOURCES:

- Guide to the National Quality Framework.
- Australian Government Dept. of Education Childcare Service Handbook 2017-2018.

Practices

DEFINITIONS

Family Day Care Educator - a person who is directly involved, at his or her home, in educating, supervising and caring for children for a Family Day Care children's service.

Relief Educator - means a person registered with a Family Day Care Service to provide education and care in another Educators place of work whilst the primary Educator is on leave.

To be eligible to be a Relief Educator a person must:

- Have a minimum Certificate III in Children's Services or be actively working towards gaining a Certificate III in Children's Services.
- Be over 18 years of age.
- Possess and maintain a current First Aid Certificate, and have undertaken approved training in Emergency Asthma Management and Anaphylaxis management.
- Medical Check.
- Have a completed Working with Children Check and National Police Check.
- Participate in three professional development opportunities throughout the year including Child Protection (every 2 years).
- Sign and abide by the Educator Agreement and Educator Code of Conduct.
- Work in-accordance with Education and Care Services National Law and Regulations.

Primary Educator's will:

- Discuss with parents which children will be needing care and what days of care they will require when the Primary Educator is unavailable. Explain the options available to the family and respect the choice they make i.e.

1. Temp care by a family member of friend.
2. Temp care by another CBFDC Educator or another education and care service.
3. Use of a Relief Educator in the Primary educator's education and care service.

- Contact the Co-ordination Unit at least one week before to discuss the proposed appointment of the Relief Educator and period of closure on each occasion.
- Discuss and document any fees for the relief Educator charged by the Primary Educator.
- Facilitate meeting between families, children and the Relief Educator at least 48 hours before the care is to occur.
- Have parents complete the Relief Educators Authorisation form. Form to be retained by the Educator in their record file, and a copy for the office.
- Confirm with the Relief Educator at least one week before care commences, days needed, hours of care and number of children. Discuss any additional needs of children in care.
- CBFDC staff shall not be responsible for, or enter into, any dispute arising between the Primary educator and the Relief educator regarding payment for relief care services provided or not provided, or any cancellation of care arrangements.
- Ensure the Relief Educator is familiar with the whereabouts of:
    - first aid kit
    - fire extinguisher, fire blanket and evacuation plan
    - emergency numbers
    - parent contact numbers
    - children's details/special requirements
    - details of children's additional needs and medical management plans
    - children's belongings
    - equipment needed for the running of the day
    - maintenance, safety and cleaning routines
    - Checklist of expectations and end of day duties.
    - Discuss the day's program with the Relief Educator and children's individual needs.
    - Ensure the Relief Educator completes attendance records for each child in care under the Relief Educators name.
    - Ensure the premises where the Education and Care Service is operating is compliant with the legislation and CBFDC policies
    - Ensure insurance requirements are met and insurance provider is kept advised of Relief Educator working.

Relief Educator will:

- Comply with all regulatory requirements, CBFDC Policies and Procedures and other relevant legislation at all times.
- Develop a Fee schedule using the CBFDC template.
- Discuss payment of fees directly with the family and complete a contract.
- Be familiar with the whereabouts in the Family Day Care Educator's service of:
- first aid kit
- fire extinguisher and evacuation plan
- emergency numbers
- parent contact numbers
- children's details/special requirements
- details of children's additional needs and medical management plans
- children's belongings

- equipment needed for the running of the day
- Carry out regular maintenance, safety and cleaning routines as needed.
- Discuss the day's program with the Family Day Care Educator. Where possible follow the normal routine of the children's day.
- The Relief Educator must ensure that the parents accurately complete the Relief Educators attendance records.
- Meet with the families and children before commencing Relief care.
- Complete a temp contract with the family for the period of care being provided
- Ensure they are familiar with the primary educators EWSA and ensure requirements are maintained at all times.
- Ensure they fully understand and comply with the expectations of the Primary Educator in regard to end of care processes e.g. cleaning etc.
- Ensure they understand and agree to any charges the Primary Educator may charge the relief Educator to operate in the Primary Educators approved venue.
- Complete a daily hazard check to ensure compliance with the Primary Educators EWSA
- Display CBFDC Relief Educator registration certificate while working at the Primary Educators education and care service.
- Ensure insurance requirements are met and insurance provider is kept advised of Relief Educator working.
- Only take their own child to the Primary Educators if; - Included in the ratios - Parents and Primary Educator are aware and give consent.

Families will:

- Pay for the contracted hours of a Relief Educator even if the family cancels care.
- Complete attendance records directly with the Relief Educator.

Provide the Relief Educator with appropriate updates on their child's development or health status necessary for the wellness and wellbeing of their child.

Role of Educator's Family and Other Household Members

RATIONALE: It is important for all members of the Educator's household to understand their obligations while a Family Day Care Educator's business is operating on the premises. It is the Educator's duty of care to protect the children and to ensure that a safe, caring and nurturing environment is provided for the children. It is also the Educator's responsibility to ensure that everyone in the household is aware of this responsibility, and of the boundaries of responsibility of family members, visitors and residents.

POLICY STATEMENT:
When providing childcare for other people's children, Educators and their household members need to:

- Be equitable to the Educator's family and to the families of the children in care.
- Provide an environment that recognises and operates in a safe & respectful manner.
- Balance the needs of the Educator's family and of the families and children in care, whilst ensuring quality care and regulatory requirements are maintained.
- Maintain confidentiality- at all times.
- Ensure that the Educator is solely responsible for the children at all times. The Educator cannot delegate this responsibility to any other household members.

RELEVANT LEGISLATION:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011.

KEY RESOURCES:

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA). National Quality Standards 2018(ACECQA)
- Guide to the National Quality Framework 2018(ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR).
- Family Day Care Australia www.familydaycareaustralia.com.au
- Belonging Being & Becoming- The Early Years Learning Framework for Australia
- My Time, Our Place- Framework for School Age Care in Australia

PROCEDURES:

The Coordination Unit will:

- Inform Educators of roles of other household members
- Involve other household members in appropriate training

Educators will:

- Ensure household members know their responsibilities
- Ensure household members abide by the following at all times.

Each household member should:

- Treat families, children, staff and other Educators with respect.
- Assist the Educator to provide and maintain quality childcare in a safe, nurturing, and friendly environment.
- Support the Educator to participate in ongoing Professional Development.
- Support the maintenance of the home as a safe environment for children on a daily basis, to monitor compliance with Workplace Health and Safety (WHS) Legislation.
- Adhere to the Education and Care Services National law 2010, Education and Care Services National Regulations 2011,National Quality Standard and Service Policies

and Procedures at all times when children are being educated and cared for in the service
- Maintain confidentiality about the families in care, at all times.
- Support only child appropriate TV programmes, videos, games, books and social media being accessible to children.
- Ensure visitors to the home sign the Visitor's Register.
- Ensure a Working with Children Background Check is completed for any Adult Household Member living at the premises over 18 years of age.
- Respect the need for privacy on some occasions when the Educator is discussing issues with staff and/or families, or when a child is bathing or toileting.
- Ensure the use of non-offensive language and tone of voice at all times.
- Ensure only the Educator toilets, bathes or changes the children's nappies.

Keeping Children Safe in Family Day Care
- Educators, household members and visitors have a responsibility to ensure children are kept safe whilst in that childcare environment. Individuals that cause harm to children are at risk of a Child Protection allegation. Allegations made must be investigated. This is the law.
- It is an Educator's responsibility to support and provide family members, residents and visitors with an understanding of significant risk of harm. The Service is able to assist Educators with this.

Selecting Approved Educators

The process used in considering the suitability of Prospective Educators includes, but will not be limited to the following:

- Must be over 18 years of age.
- Completed forms regarding suitability and ability to provide quality childcare.
- Submission of a letter of application and resume.
- Working with Children Background Check and National Police checks for the Prospective Educator and all household members over 18 years as required.
- A completed Certificate III In Children's Services or actively be working toward this qualification.
- Contact details of two referees.
- Proof of identity and residing address.
- Current First Aid certificate and training in Anaphylaxis and Asthma management, and a current CPR qualification.
- A recent medical certificate from a certified practitioner stating suitability to fulfil the requirements of an Approved Educator.
- A completed Educator Workplace Safety Audit of their home in conjunction with the Service, ensuring an adequate standard is met for the provision of childcare.
- Participate in child protection training, preferably organised by a Registered Training Organisation (RTO).
- Knowledge, experience, and/or Professional Development in childcare.
- Evidence of qualifications relevant to the Educator position.
- Attitude and commitment to the philosophy of the service.
- An ability to communicate with adults and children.
- An awareness of and sensitivity towards the diverse needs of young children and their families including a range of cultures, religions and abilities.

An application may be rejected for reasons that include, but will not be limited to the following:

- Unsatisfactory Working with Children Check or National Police Check of applicant or household members.
- References unavailable or unfavourable.
- Unsatisfactory Educator Workplace and Safety Audit of the applicant's home.
- Unsatisfactory medical report.
- Inability to demonstrate the capacity to supervise and care for the children adequately.
- Inability to demonstrate effective communication skills and interactions with children and adults.
- Refusal by prospective Educator to comply with an obligation within service and/or legislative requirements.
- Limited knowledge of child development and appropriate behaviour guidance.

Steps

1. Receive and read Educator Information Pack.
2. Application form, covering letter and resume submitted.
3. Educator Interview.
4. Educator Workplace and Safety Audit.
5. Working with Children Background Checks and National Police Check conducted.
6. Medical Clearance.
7. First Aid qualifications.
8. Referee Checks.

If selected for registration, an Approved Educator Induction process will be completed, and the Educator will register for a Provider Digital Access.

Sleep and Rest Policy - Including SIDS

RATIONALE: To ensure all children have positive sleep and rest experiences and are safe while sleeping or resting as part of an Education and Care Service. Educators will minimise the risk of Sudden Infant Death Syndrome (SIDS) and prevent infant sleeping accidents during overnight and daytime care in children's services.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the importance of safe sleep and rest practices for children. The service policy is based on recommendations from the recognised authority SIDS and Kids. Children need to be supervised while sleeping or resting and have positive transition times from play to sleep and rest. SIDS is the most common cause of death in babies between one month and one year of age. It is very important to stay up to date with current recommendations from SIDS and KIDS.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW)
- National Quality Standards – Quality Area 2 ACECQA fact sheet Safe Sleep and rest practices.
- Red Nose website resources

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Coordination Unit will:

- Resource Educators on safe sleeping practices.
- Provide families with information about safe sleeping practices.
- Ensure sleep and rest practices are consistent with contemporary views about children's health, safety, welfare that meets children's individual needs.
- Ensure Policies and Procedures for sleep and rest are based on current research and recommended evidence based principles and guidelines reflecting Red Nose recommendations.

Educators will:

- Make reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for by the educator are met having regard to the ages, developmental stages and individual needs of the children.
- Follow the childcare practices recommended by the SIDS and Kids Safe Sleeping Program to reduce the risk of SIDS and create a safe sleeping environment.
- Inform parents of the recommended SIDS and Kids Safe Sleeping Policy.
- Place babies under 12 months on their backs for sleeping. Babies under 12 months should only be placed on their tummy or side to sleep if told to do so in writing by the child's medical practitioner.
- Ensure they closely monitor sleeping and resting children and infants and the sleep and rest environments. This involves checking/inspecting sleeping children and

infants so they can assess a child's breathing and the colour of their skin at regular intervals (every 15 -20 minutes), and ensuring sleep checks are documented.

- Use only cots that comply with the requirements of Australian/New Zealand Standard 2172:2010, Cots for Household Use safety requirements or Australian/New Zealand Standard AS/NZS 2195:2010, folding cots safety requirements.
- Ensure that cots are regularly checked, maintained and kept in a hygienic manner.
- Place babies at the bottom of the cot to prevent them from wriggling down under bedclothes.
- No quilts, electric blankets, hot water bottles or wheat bags or doonas will be used.
- Bedding will be firmly tucked in at the bottom to prevent them covering the baby's head during sleep.
- Ensure there is an adequate number of cots, beds, stretchers or sleeping mats (together with waterproof covers) for children and infants in care at any given time.
- Ensure that provision is made for:
    - Clean and comfortable mattresses and other bedding, which is in good repair.
    - All forms of bedding must be fitted with a waterproof cover.
    - Bed clothing appropriate to the climate.
    - Fresh linen for each child (ie. Individual bed linen and blankets)
- Ensure children and infants sleep and rest environments are free from cigarette or tobacco smoke.

Ensure that provision is made for:

- All forms of bedding must be fitted with a waterproof cover. If a lounge is regularly used as resting place for a child it must have a waterproof cover.
- Bed clothing appropriate to the climate.
- Fresh linen for each child (i.e. Individual bed linen and blankets).
- Children are not to share the same bed at the same time.
- No child (except with the written consent of a family of the child) is to sleep in a room in which an adult is sleeping. (Sleeping in a room with the Educator only may occur if care is provided Overnight). This may occur to address effective supervision and will be written in the management plan.
- Make provision for children who do not wish to sleep or rest during the day.
- Respect cultural differences in relation to sleeping.
- Provide a comfortable quiet place for each child to sleep at any time of the day.
- Provide children that are in care overnight with a separate, comfortable bed and respect their need for privacy.
- Ensure that sleeping children remain within sight and/or hearing range of the Educator and are regularly monitored.
- If a child is sleeping in a room where the Educator cannot see and/or hear them at all times an operational baby monitor will be required.
- When considering the supervision requirements of sleeping children, an assessment of each child's circumstance and needs should be undertaken to determine any risk factors. For example, because a higher risk may be associated with small babies or children with colds or chronic lung disorders, they might require a higher level of supervision while sleeping. Sleeping children should always be within sight and/or hearing distance so that educators can assess the child's breathing and colour of their skin to ensure their safety and wellbeing. Rooms that are very dark and have music playing may not provide adequate supervision of sleeping children.
- A management plan (verbal or written) will need to be developed to identify and address how sight and hearing of sleeping children is managed when a sleep room is not located in the same room as the play area;

Babies and toddlers

- Ensure babies and children sleep with their face uncovered.
- Ensure babies are placed on their back to sleep when first being settled. Once a baby has been observed to repeatedly roll from back to front and back again on their own, they can be left to find their own preferred sleep or rest position (this is usually around 5–6 months of age). Babies aged younger than 5–6 months, and who have not been observed to repeatedly roll from back to front and back again on their own, should be re-positioned onto their back when they roll onto their front or side.
- If a baby is wrapped when sleeping, consider the baby's stage of development. Leave their arms free once the startle reflex disappears at around three months of age, and discontinue the use of a wrap when the baby can roll from back to tummy to back again (usually four to six months of age). Use only lightweight wraps such as cotton or muslin. If being used, a dummy should be offered for all sleep periods. Dummy use should be phased out by the end of the first year of a baby's life. If a dummy falls out of a baby's mouth during sleep, it should not be re-inserted.
- Ensure dangling cords or string including mobiles will be moved out of the infants reach, as these may get caught around their neck.
- Remove restrictive clothing or clothing with hoods and cords around the neck.
- Use a safe baby sleeping bag with fitted neck and armholes and no hood.
- Ensure that restraints are used and done up correctly when a baby is placed in a pram, stroller or bouncer or any other baby/toddler equipment where restraints are fitted.
- Babies and toddlers do not sleep in an adult bed. Children progress from sleeping in a cot to a bed, stretcher, mattress on floor etc. in consultation with the parent.
- Soft sleeping places where a toddler or baby's face may become covered such as a pillow, a tri-pillow, waterbed or beanbag are not used;
- Heaters, fans and electrical appliances should be kept well away from the cot to avoid the risk of overheating, burns or electrocution;
- Electric blankets, hot water bottles or wheat bags for babies or young children will not be used;
- Practice an emergency evacuation plan for sleeping arrangements where the sleep room and play areas are not adjacent so that a plan is established in case of fire or an intruder.
- Always supervise the infant when wearing the necklace or bracelet (Amber teething necklaces).
- Do not allow the infant to chew on the necklace.
- Remove the necklace or bracelet when the infant is unattended, even if it is only for a short period of time.
- Remove the necklace or bracelet while the infant sleeps at day or night.
- If a parent chooses to leave the amber necklace on whilst the child is in the Educators service, the parent/guardian should confirm in writing with the service, to authorise the approval to leave it on.

Overnight Care/Twenty Four Hour Care

- The provision of overnight care is a component of flexible delivery in Family Day Care. It is vital that Educators offering overnight care/twenty four hour care maintain a comfortable, safe environment that meets individual needs;
- If an Educator has a child in overnight care/twenty four hour care they must:
    - ❖ Advise the Co-ordination Unit. Staff will visit and complete "the sleeping arrangements form to ensure that all parts of an Educators work place meets the health and standards required to ensure the safety of children sleeping overnight.

- ❖ Use a monitor whilst children are sleeping which will be positioned in the same room as where the Educator is sleeping;
- ❖ Check on the child before they go to sleep and at any time that an Educator wakes during the night and when the Educator wakes in the morning;
- ❖ Discuss an emergency evacuation plan for night time so that a plan is established in case of fire or an intruder;
- ❖ Ensure other household members adhere to the procedure for other household members when children are in care.

Families are encouraged to:

- Discuss their child's sleeping routines with the Educator.
- Work in partnership with Educators and Service staff to ensure their child has consistent routines and settles into care with minimal stress.

The Coordination unit will:

- Determine if the care is required and meets all CCMS accountabilities and all provisions of the National Law and Regulation
- Visit the Educator and complete appropriate documentation
- Complete internal documentation relating to overnight care, week end care and twenty four hour care.

Storage of Dangerous Substances and Equipment Policy

RATIONALE: To reduce the risk of harm to children, families, staff, Educators and visitors from risks associated with chemical products, medicines, other dangerous substances and dangerous equipment.

POLICY STATEMENT

Cabonne/Blayney Family Day Care has a duty of care to provide all persons with a safe and healthy environment. The service defines a dangerous product as any chemical, substance, material or equipment that can cause potential harm, injury or illness to a person. It is recognised the importance of Educators and Service staff adhering to the Education and Care Services National Regulations 2011, the Work Health and Safety Act 2011and Work Health and Safety Regulation 2011.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2011 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2011 (ACECQA).
- Guide to the National Quality Standards 2011 (ACECQA).

PROCEDURES

- The Work Health and Safety Act 2011 states clearly that a workplace must not place people or children at risk due to hazardous substances.
- Home Safety is of high importance in Family Day Care. Under the Work Health and Safety Act 2011, it is the Educator's responsibility to:
    1. Identify hazards in the home.
    2. Assess the level of risk of the hazard.
    3. Eliminate or control the risk.
- Educators and Service staff need to be aware of the Workplace Health and Safety legislation and safe storage practices relating to hazardous substances. A hazardous substance may be:
    - A poison;
    - Medicine;
    - A substance that may trigger an allergic reaction e.g. dust, fumes, peanut butter;
    - Petrol;
    - Household cleaners;
    - Toiletries;
    - Gardening chemicals e.g. fertilizers, weed killer, pesticides;
    - Gas.
- A substance may become hazardous if it is not managed correctly. This may include the way a substance is:
    - Handled;
    - Used;
    - Stored;
    - Transported;
    - Disposed of.
- Educators need to be aware of what hazardous substances are stored in the home environment and keep accompanying Material Safety Data Sheets.

The Coordination Unit will:

- Provide information to Educators relating to identifying hazards and assessing the levels of risk in the Educator's home.

- Obtain Material Safety Data Sheets for all hazardous substances at Play session.
- Ensure that there are emergency procedures and practices for accidental spills, contamination and corresponding first aid plans for all dangerous goods handled and stored in the service.
- Ensure that at all times there is an educator on the premises with SafeWork NSW & ACECQA approved first aid qualifications.
- Ensure that there are appropriate storage facilities in the service in which dangerous products are stored. Dangerous products will preferably be stored in areas of the service that are not accessible to children or in cupboards fitted with childproof locks.
- Develop a hazardous substances register and a risk assessment for any dangerous products stored in bulk within the education and care premises. The register will record the product name, application, whether the MSDS is available, what class risk the chemical has, controls for prevention of exposure required, what first aid, medical or safety action should be taken if a person is exposed.

Educators will:

- Consider using the least hazardous chemical, product or equipment for the job.
- Choose chemicals or medicines with child resistant lids or caps, otherwise ensure the chemical or medicine is stored in a locked place, which is secure and inaccessible to children.
- Ensure that all dangerous substances and medications are stored in their original labelled container and not transferred to any other container.
- Follow the use, storage and first aid instructions on the label for a substance.
- Seek medical advice immediately if poisoning has occurred or call the Poisons Information line on 131126, or call an ambulance, dial 000.
- Provide a safe environment at their home and on outings at all times.
- Complete a Daily Hazard check.
- Ensure the dangerous chemicals, substances and equipment at their home are kept in secure storage and are not accessible to children. It is the Educators responsibility to eliminate or manage the risk.
- Obtain Material Safety Data Sheets (MSDS) for all hazardous substances accessible to children. These should be limited and pertain mainly to dishwashing substances, sunscreen, and hand washing products.
- Consider minimising the use of dangerous products in the education and care service and use alternate “green cleaning” options.
- Complete daily and six monthly EWSA checklists to ensure that any dangerous products used within the education and care service have current Material Safety Data Sheets (MSDS) and are stored appropriately.
- Only administer children’s medications with family authorisation and in accordance with medical directions. See Medication Policy. All medications will be stored in an area inaccessible to children. If any medications or dangerous substances require refrigeration, they must be placed in a labelled childproof container, preferably in a separate compartment of the fridge.

Sun Protection

RATIONALE To ensure all Children and Staff are protected all year from harmful ultra violet radiation from the sun. This policy aims to promote Sun Smart behaviour and to reduce exposure to UV radiation through a comprehensive approach.

POLICY STATEMENT

Australia has the highest rate of skin cancer on the world. Research has indicated that young children and babies have sensitive skin that places them at particular risk of sunburn and skin damage. Exposure during the first five years of life can greatly increase the risk of developing skin cancer later in life. Early childhood services play a major role in minimising a child's exposure as children attend during times when UV radiation levels are highest

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Occupational Health and Safety Act 2004
- Children's Services Act 1996

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- NSW Cancer Council,
- Sun Smart

PROCEDURES

  - Educators and children are encouraged to access the local sun protection times via the SunSmart widget on the service's website, the free SunSmart app or at sunsmart.com.au
  - The sun protection measures listed are used for all outdoor activities during the daily local sun protection times. (The sun protection times are a forecast from the Bureau of Meteorology for the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types.
  - Wash your hands and wear a glove before applying sun cream to each individual child. We recommend you encourage the parent and the child to apply their sun cream when arriving to care.
- From October to March sun protection is required at all times. Extra sun protection is needed between 11am and 3pm and during this period outdoor activities should be minimised. Minimising outdoor activities include reducing both the number of times (frequency) and the length of time (duration) children are outside.

- From April to September (excluding June and July) outdoor activity can take place at any time. However, from 10am to 2pm sun protection is required.

- In June and July when the UV index is mostly below 3, sun protection is not required. Extra care is needed for all children who have fair skin.

All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning excursions and incursions.

Infants

  - All babies under 12 month are kept out of direct sun when UV levels are 3 or higher.

- Physical protection such as shade, clothing and broad-brimmed hats are the best sun protection measures.
- If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, then sunscreen need only be used occasionally on very small areas of a baby's skin. T
- The widespread use of sunscreen on babies under 6 months old is not recommended.

1. Seek *shade*

- Educators will make sure there is a sufficient number of shelters and trees providing shade in the outdoor area particularly in high-use areas.
- The availability of shade is considered when planning all outdoor activities.
- Children are encouraged to choose and use available areas of shade when outside.
- Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.
- A shade assessment is conducted regularly to determine the current availability and quality of shade.

2. Slip *on sun-protective clothing*

- Children are required to wear loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended.
- Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child.
- If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors.
- Children who are not wearing sun safe clothing can be provided with spare clothing.

Please note: Midriff, crop or singlet tops do not provide enough sun protection and are therefore not recommended.

3. Slap *on a hat*

- All children are required to wear hats that protect their face, neck and ears (legionnaire, broad-brimmed or bucket style).
- Peak caps and visors are not considered a suitable alternative. Children without a safe sun hat will be asked to play in an area protected from the sun or can be provided with a spare hat.

4. Slop *on sunscreen*

- SPF30 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service and/or families.
- Sunscreen is applied in accordance with the manufacturer's directions (which state to apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating).
- To help develop independent skills ready for school, children from three years of age are given opportunities to apply their own sunscreen under supervision of staff, and are encouraged to do so.
- Sunscreen is stored in a cool place, out of the sun and the expiry date is monitored.

5. Slide *on sunglasses [if practical]*

- Where practical, children are encouraged to wear close-fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

Learning and skills

- Sun protection is incorporated into the learning and development program.
- The SunSmart policy is reinforced by educators and th**rough children's activities and** displays.

Engaging children, educators, staff and families

- Educators, staff and families are provided with information about sun protection through family newsletters, service handbook, noticeboards and the service's website.
- When enrolling their child, families are:
  - informed of the service's SunSmart policy;
  - asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child;
  - to complete the Sun Protection permission form

Role-modelling, educators, staff and visitors will act as role models by:

- wearing a suitable sun-protective hat, covering clothing and, if practical, sunglasses;
- apply SPF30+ board spectrum water-resistant sunscreen; and
- seek shade whenever possible.

Information:

Children and their families should learn about sun protection. The sun protection policy (including updates) will be provided to all staff and educators. Further information is available from the Cancer Council website: www.cancercouncil.com.au/smart

Parents will be informed of this sun protection policy (including hats, clothing and sunscreen requirements) and encouraged to practise SunSmart behaviour at all times.

Review:

Management and staff should regularly monitor and review the effectiveness of the sun protection policy. A sun protection policy must be submitted every two years to the Cancer Council (sunsmartchildcare@nswcc.org.au) for review to ensure continued best practice. Refer to Cancer Council guidelines and website: www.cancercouncil.com.au/smart for further information.

Supervision

RATIONALE: To ensure that all Educators and Service staff are aware of the importance of adequate supervision in Family Day Care in reducing the risk of harm to the children.

POLICY STATEMENT

Cabonne/Blayney Family Day Care must be adequately supervise children at all times that they are being educated and cared for both at the service and on excursions. Supervision can prevent and reduce accidents through early detection of potential hazards and an awareness of the children, and their activities. The education and care service must prioritise regular assessment of their supervision practices in order to increase educator's awareness of their duty of care and to continuously improve supervision procedures.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Community Early Learning Australia

General Guidelines

The Education and Care Services National Law 2010 (Section 165) states:

"A Family Day Care Educator must ensure that any child to be educated and cared for by the Educator as part of a Family Day Care service is adequately supervised."

Educators must supervise children at all times when eating, drinking, and sleeping.

The Supervision Policy is important not only for children, families and staff/Educators, but relates to every person who enters the service's premises.

Supervision is one of the most important care giving strategies and skills required by staff/Educators to develop and master. Active supervision is a combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing small and larger groups of children, and an understanding of child development including theories about how children play.

The Service recognises that children of different ages need different opportunities for independence. Children in the age group of 5 to 12 years in particular, have different needs to 3 to 5 year olds. Educators must ensure that their level of supervision balances the child's need for independence, with the Educator's legal duty to keep the child safe from foreseeable risks.

No child is to be left under the supervision of an **unregistered person**, either residing in, or visiting the Educator's residence.

No child is to be left **unsupervised in a motor vehicle**. The child must not be left in the car with any other person but the registered Educator. It is an offence to leave children unattended in a motor vehicle.

The Educator is **not to perform other duties** whilst their service is open. According to Service guidelines, 'other duties' relates to: managing/operating another business whilst

children are in care; assisting a partner/friend with their business; attending to other appointments involving their own children or children in out of home care placements; commercial cooking; caring for an ill person within the household; making continuous phone calls/being on the internet; moving premises; attending personal appointments that are not approved by the Coordination Unit.

The supervision and care of children enrolled in family day care will require 100% of the carer's attention.

PROCEDURES FOR SUPERVISION

The Coordination Unit will:

- Provide information and training during induction /orientation for new Educators;
- Provide regular information about supervision strategies.
- Monitor Educator's supervision and provide support and advice.
- Model appropriate supervision skills at play session.
- Use the EWSA and Educators designated floor plan to consider supervision issues.

Educators will:

- Focus their attention to the children and child related activities.
- Children are adequately supervised at all times.
- Not perform any other duty, paid or unpaid, whilst children are in care that jeopardises the safety and wellbeing of children.
- Ensure all children in care are enrolled with the Service.
- Be aware of their positioning in the environment.
- Constantly scan the environment.
- Listen whilst children play.
- Ensure increased supervision when children are involved in high risk activities e.g. an excursion near a significant water hazard, eating and drinking, sleeping and overnight care.
- Adequately supervise at handover times and ensure adequate supervision when family members and visitors arrive and leave the premise.
- Be aware of potential risks in the environment.
- Set up the environment to ensure maximum supervision.
- Have knowledge of the children in care and an understanding of how the groups of children interact and play together.
- Have knowledge of the physical and intellectual development of the children in care.
- Maintain adequate supervision whilst promoting play and learning experiences.
- Encourage school aged children to be involved in setting limits.
- Visually check sleeping children regularly, and document each individual child.
- Record individual children's sleep details and follow the Sleep and Rest Policy.
- Be especially alert to children during the first weeks in care.

Families will:

- Have the opportunity to communicate with Educators and Service staff about their child's supervision needs, development and the Educators supervision strategies.

Support Visits by Service Staff

RATIONALE: To ensure Educators receive effective ongoing support and guidance from Service staff to deliver a service which complies with current legislative and duty of care requirements.

POLICY STATEMENT

Support and guidance will be offered to all Educators in a variety of ways, primarily via personal 4-6 week visits to the Educators home or venue where the Educator is operating her service from (e.g. a visit to play session, the park etc.). The Service will continue to support and guide the Educator through phone contact and the delivery of written information.

All forms of support and guidance will aim to promote best practice for the Educator, who will be delivering a service of excellence to their community.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services
- National Regulations 2011(ACECQA).
- National Quality Standards 2018 (ACECQA)- 1.1,7.1.3
- Guide to the National Quality Framework 2018 (ACECQA).
- Childcare Service Handbook 2017-2018 (DEEWR). www.acecqa.gov.au
- Family Day Care Australia www.familydaycareaustralia.com.au

PRACTICES

Support visits. Standards 4 & 7

The Coordination Unit will:

- Ensure a ratio of 1 full time equivalent CDO or Nominated supervisor is available to support a maximum of 25 Educators**.**
- Ensure all staff work collaboratively and affirm, challenge, support and learn from each other to further develop their skills and to improve practice and relationships.
- Ensure all staff and Educator Interactions convey mutual respect, equity and recognition of each other's strengths and skills.
- Be professional and respectful to the role of the Educator.
- Provide assistance and support to all Educators at all times the family care service is operational.
- Provide support for all Educators in all locations, via personal visits, phone and written information.
- Every effort is made to keep continuity of Educators and Support Co-ordinators at the service.
- Monitor that legislative requirements are being adhered to and provide Educators with feedback relating to their requirements.
- Designate a suitably qualified and experienced Educational Leader.
- Support the provision of childcare to ensure quality outcomes are provided to children and their families.
- Provide resources and literature to increase the Educator's knowledge of childcare related matters.
- Offer Professional Development opportunities for Educators to extend and develop.
- Develop and evaluate Educator individual staff development plans to support performance improvements.

Support Coordinators will:

- Provide assistance and support to all Educators at all times the family care service is operational including at night or on the weekends, if children are using care.
- Provide support for all Educators in all locations, via personal visits, phone and written information.
- Visit Educators on a regular basis in their homes and at other venues i.e. play session.
- Balance visits between scheduled and spontaneous.
- Monitor that legislative requirements are being adhered to and provide Educators with feedback relating to their requirements.
- Document the home visit at the time of the visit (Support Co-ordinator Visit Record), giving the Educator a signed copy at the end of the visit.
- Vary the length and time of the home visit depending on the activities of the day.
- Record observations of each child observed in care. These records are in triplicate form. One to go to the family, one to the educator and one will be stored in the Service files.
- If necessary, follow-up an issue or concern that has been raised during a visit, with the Senior Co-ordinator or Educator/Family liaison Officer
- Liaise with families on child development matters if required.
- Discuss children's development and assist in the planning for each child's progress.
- Discuss and assist the Educator with their program and routines.
- Provide resources and literature to increase the Educator's knowledge of childcare related matters.
- Develop and evaluate individual development plans to support performance improvements.

The Educational Leader will: law- 169. Regulations 118, 148

- Lead the development and implementation of the Educational Programs
- Guide Educators in their planning and reflection
- Mentor colleagues in their implementation practices
- Document all support home visits, giving the Educator a copy at the end of the visit.
- Develop and evaluate individual development plans to support performance improvements relevant to the implementation of the Educational Programs.

The Educator will:

- Ensure all Educators work collaboratively and affirm, challenge, support and learn from others to further develop their skills and to improve practice and relationships.
- Ensure all Educator and staff Interactions convey mutual respect, equity and recognition of each other's strengths and skills.
- Be professional and respectful of the role of the Support Coordinator and Educational Leader.
- Allow the Service staff to visit in their home or other venues while providing care.
- Provide feedback to staff on improvements to the service.
- Sign the Visit record once completed by Service staff.
- Notify the families that a visit has occurred that day by the Support Co-ordinator.
- Work with The Service to evaluate and develop individual performance plans to support performance improvement.

Families are encouraged to:

- Contact the Service if they wish to discuss their child's progress.
- Provide feedback to Educators and staff on improvements to the service.

Support Visits:

Each Educator visit is planned to ensure quality outcomes for children and Educators. Visits are based on mutual respect and recognition of individual roles and responsibilities. Individual points of view will be considered.

Support will also be primarily offered through personal support visits. Additional support will occur by phone contact and information documentation.

Prior to visits, a Support Coordinator will:

- Prepare themselves with information and resources required for the visit.
- Plan to visit on an alternate day to previous visit, to endeavour to see all children in care.
- If leaving from home, ring the Service to identify start time and gain updates on absences, etc.
- Preplanning of visits maybe organised with the Educator, prior to the visit if the Educator requires a specific visit on a particular day to discuss such items as; issue of concern, to view a specific child, alternations to EWSA.)

During visits Support Co-ordinators will:

- Communicate respectfully with the Educator and the Educator's family (refer to the Ethical Conduct Policy).
- Respect the Educator's workplace.
- Introduce themselves to any visitors.
- Sign the Visitor's Register.
- Observe childcare practices to monitor compliance with regulatory requirements i.e. NQF, Child Protection.
- Develop a professional rapport to discuss factors that are impacting on the Educator's Service e.g. relationships with children, their families and the Educator's own family.
- Address and document any concerns with the Educator.
- Use the Cabonne/Blayney Family Day Care Policies and Procedures to resolve issues promptly.
- Assist Educator's to reflect on their practise and make any necessary improvements on a regular basis.
- Promote the ongoing Professional Development of the individual Educator.
- Provide resources, in a variety of formats to Educators which enhance Professional Development and encourage resourcing to influence childcare practise.
- Consistently implement the Guidance of Children's Behaviour Policy. This includes discussion with Educators, families and Service staff about strategies to be implemented.
- Complete visit records and outline any follow up required. Educators have an opportunity to document their visit or service feedback on this record.

Service

Issue of Concern- to be recorded by Service staff when an issue arises from/with an Educator, Family or member of the public. All information is to be recorded accurately and objectively. Confidentiality must be used at all times. All information must be discussed with

the Nominated Supervisor, Educator, Family and/or member of the public. The issue of concern will then be discussed and relevant action plan developed.

Coordination will:

- Consider all Educators' locations, to ensure the Family Day Care service is viable for the Service to monitor and support in all situations

After the visit Support Co-ordinators will:

- Advise the Educator of any concerns noted on the visit.
- Complete any follow up as identified on visit.
- Place any returned forms or paperwork etc. in appropriate locations ASAP.
- Make plans for the next visit.
- Document children's records in the appropriate file.

Standards of Excellence are encouraged through:

- Ongoing Educator Professional Development.
- Support Co-ordinator and Service support.
- Educational Leader support
- Educators attending play session.

Tobacco, Alcohol and Other Drug Fee Environment

RATIONALE: To ensure all children are raised in a healthy drug free environment.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the importance of ensuring all children are cared for in an environment free from tobacco, drugs and alcohol.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

The Education and Care Services National Regulations 2011 (Clause 82 and 83) states:

"A Family Day Care Educator must ensure that children being educated and cared for by the educator as part of the service are provided with an environment which is free from the use of tobacco, illicit drugs and alcohol."

And;

"A Family Day Care Educator must not, while providing education and care for children as part of a Family Day Care Service consume alcohol or be affected by drugs (including prescription medication) so as to impair his or her capacity to provide education and care to the children."

PROCEDURES

- Smoking drinking and consumption of illicit drugs will not be permitted in any areas utilised by Cabonne/Blayney Family Day Care.
- Smoking will not be permitted in any open space 10 metres from the Cabonne/Blayney Family Day Care outdoor area or fence line.
- Students, volunteers and visitors to the service will not be permitted to smoke, drink or consume drugs on the premises and will adhere to the tobacco, drug and alcohol free environment policy.
- Parents, family members or relatives of children enrolled at the service will not be permitted to smoke, drink or consume drugs on the premises and will adhere to the Smoke Free Environment Policy.

ADVOCACY

Children

- Healthy living habits will be discussed with children.

Families

- Leaflet and flyers regarding passive smoking, quitting smoking and non- smoking education will be provided to families if required.

Transport and Road Safety

RATIONALE: To ensure that all Educators are familiar with the current regulatory requirements related to vehicles and the safe transportation of children whilst in Family Day Care.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the importance of ensuring the safety of children when travelling. Educators need to be aware of children at all times and develop clear procedures that the children can follow, that will ensure their safety. Vehicles used by Educators need to be safe, along with the car safety equipment that may be used in the vehicles.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW)
- Road Transport (Safety and Traffic Management) Act 1999
- Australian Road Rules 2008 (NSW)

PROCEDURES

The Coordination unit will:

- Develop policies in consultation with Educators and families that will assist Educators to clarify the regulatory requirements in regard to transporting children.
- Provide resources and/or professional development for Educators on matters relating to road safety and the safe transporting of children.
- Keep a register of compliance/certification of car safety restraints and devices being fitted correctly into Educators vehicles.
- Keep a record of car registration of Educators (on the Educator Workplace Safety Audit).
- Request a copy of the Educators drivers licence if applicable.

Educators will:

- Ensure that they have a drivers licence appropriate to the class of vehicle before they transport children in the vehicle.
- Ensure their vehicle is registered and roadworthy before they transport children in the vehicle.
- Only use the vehicle which has an annual RTA inspection approval sighted at the office to transport Family Day Care children.
- Discuss with families the type of child restraint or position in the car their child will be travelling in.
- Ensure that any motor vehicle that is used to transport children on regular outings/excursions (other than a motor vehicle with seating for more than 12 persons) is fitted with child restraints approved by the Roads and Maritime Services and ensure this certificate of inspection demonstrating correct installation is forwarded to the office.
- Inform families of the requirement for their children to be transported in a vehicle if that is part of the Educators childcare activities.

- Ensure that car safety equipment has been properly installed, and any modifications to their car have been certified as safe by the Authorised Inspection Station.
- Not use car restraints which are more than 10 years old.
- Be responsible for purchasing the correct bolt for car restraints and have its suitability authorised with a Certificate of Installation.
- Ensure all children are restrained whilst in the vehicle. Restraints must be appropriate to the age of each child.
- Restraints must be appropriate to the age of each child. Specifically children who are; Under 6 months must be restrained in rearward facing restraint Between 6 months and 4 years must be restrained in rearward or forward facing restraint. Between 4 and 7 years must be restrained in forward facing restraints or booster seats fastened by a lap sash seat belt.
- Ensure each child has a separate car restraint i.e. two children must not be placed in the one seatbelt. Children must use the rear seat belts before placing the biggest child in the front seat.
- Participate in basic training on how to move and fit car restraints themselves.
- Not leave children unattended in the car at any time.
- Consider transport options and route when planning excursions in a risk assessment framework.
- Only use transport which is suitable and safe for all children;
- Ensure, as far as practicable, child passengers enter and exit the car by the "safety door" (Safety door being the left hand back passenger door also known as door closest to kerb).
- Develop handover procedures that take into consideration the safety of drop off points for children and cars if on the Educators premises (e.g. driveways) considering all Work Health and Safety aspects.

Families will:

- Abide by the safety procedures of the Educator in relation to arrival and departure of children.
- Support the good habits of Educators and children in care in regard to car safety by always placing their child in an appropriate child restraint before driving with the child.
- Discuss what car restraint or position in the car their child will be transported in with the Educator.

Visitor's Register

RATIONALE: To ensure children are safe at all times and parents are informed of people visiting the education and care service.

POLICY STATEMENT

To ensure Educators meet the regulatory requirements of recording "visitors" to their premises whilst providing childcare.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- Guide to the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011 (ACECQA).
- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Coordination Unit staff will:

- Inform Educators of responsibilities of Visitors and Educator responsibilities in allowing visitors to enter the Education and care service.
- Ensure the visitors register is completed when visiting and advise Educators all visitors must fill in the visitors register.

Educators will:

- Not leave a child or children alone with a visitor to a family day care residence or approved venue, while providing care and education to that child as part of the FDC service.
- Ensure all visitors are fit and proper to attend the education and care service.
- All approved Educators who have "visitors" attend a family day care residence or approved family day care venue during hours of operation must have all the visitors sign the Visitors Register. The Visitors Register must be kept and include the following details:
    - Date;
    - Name;
    - Time In;
    - Signature;
    - Time Out;
    - Signature;
    - Reason for visit.
- Ensure whilst visitors are present children receive a high quality education and care service experience.
    - Ensure the Educator is not distracted by the visitor.
- Definition of a visitor for the purposes of the Education and Care Services National Regulations 2011- any person at the Educator's premises that is not permanently living at the premises.
- Visitors include:
    - Service staff- Support Co-ordinator visits
    - Trades persons
    - Other people that may come into the Educator's premises with the family

- ❖ Friends that drop in during the day, including other Educators
- ❖ Families that are at the Educators premises for a family interview whilst children are in care;
- ❖ People that are staying with you short-term- not permanently residing with you.

- Visitors do not include:
  - ❖ Families that are signing the children in and out on the timesheet;
  - ❖ Educators own family, who reside with them, and permanent residents. The Service will provide forms for Educators to use for visitors to sign. Educators may choose to use their own method of recording this information.
- Notify the Service Manager in writing of any circumstances which may affect whether the Educator, household member or frequent visitor is a fit and proper person to be in the company of children.
- Ensure if a visitor is staying for more than 3 weeks at the residence or venue where the Education and Care service operates from, a Working with Children Check is completed.
- Ensure that no improper relationship is established with a child by spending inappropriate special time with a child, inappropriately giving gifts, showing special favours or asking a child to keep a relationship or secret to himself or herself by a visitor.
- Ensure there is no inappropriate physical contact with a child, undressing in front of a child or any discussion of a sexual nature by a visitor.
- Visitor's registers must be returned to the Service and kept for a minimum 3 years after the record was made;
- The Visitor's register will also be completed at play session.

Each visitor should:

- Treat families, children, staff and other Educators with respect.
- Adhere to the Education and Care Services National Law 2010, Education and Care Services National Regulations, National Quality Standard and CBFDC Policies and Procedures at all times when children are being educated and cared for in the service.
- Maintain confidentiality about the families in care, at all times.
- Sign the Visitor's Register.
- Respect the need for privacy on some occasions when the Educator is discussing issues with staff and/or families, or when a child is bathing or toileting.
- Ensure the use of non-offensive language and tone of voice at all times.
- Ensure only the Educator toilets, bathes or changes the children's nappies.
- Ensure alcohol or drugs are not consumed or be under the influence of whilst visiting.
- Will not discipline a child in any way.
- Ensure that no improper relationship is established with a child by spending inappropriate special time with a child, inappropriately giving gifts, showing special favours or asking a child to keep a relationship or secret to himself or herself.
- Ensure there is no inappropriate physical contact with a child, undressing in front of a child or any discussion of a sexual nature.

Water Safety

RATIONALE: To ensure all Educators, Service staff and parents are informed of the procedures required by Cabonne/Blayney Family Day Care in relation to experiences involving water and excursions where there is a water hazard.

POLICY STATEMENT

Cabonne/Blayney Family Day Care acknowledges the importance of safe practices around water. Water hazards and pools are a high risk to children's safety. Supervision of the children is paramount and the adult to child ratio must be maintained and implemented to reduce the risks when near water. Water areas are popular with the public, particularly in hot weather, making it difficult to maintain close supervision of children in the crowd; therefore strict procedures have been set to ensure the safety of the children in Cabonne/Blayney Family Day Care.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).
- Swimming pools Act 1992
- Kidsafe

PROCEDURES

- No child while in the care of an Educator as part of the Education and Care service is to swim in a pool at the Educators home at any time while the service is being provided.
- Educators are not to take children to a public swimming pool or other persons pool for any reason.
- Water troughs or containers will only be filled to a safe level. These will be emptied immediately after use.
- Water play activities will be supervised at all times. If a small wading pool is being used, the Educator will stand immediately beside it.
- All water holding containers must be stored to ensure they cannot refill with water.
- Buckets used for cleaning will be emptied immediately.
- Any water hazards i.e. ponds or fountains at the premises that could constitute a drowning hazard are securely covered or inaccessible to children.
- No child will participate in an excursion where a water hazard is not fenced appropriately unless higher ratios are maintained and discussed with the Service.
- Wading pools, sprinklers, soaker hoses may be used if children are constantly in the sight of the Educator at all times. On the completion of play with wading pools etc. they must be emptied and put away each time.
- Ensure pools are fenced and gated according to the Swimming Pools Act 1992 and provide the Service with a certificate of currency every two years.
- Ensure any pool filters are inaccessible to children.
- Family Day Care Educator’s own children can have access to a swimming pool on the premises if they are 13 years or over while the Education and Care Service is operating.

Administrative procedures

- An outing where there is a water hazard would be regarded as an excursion and a signed permission note from the family would be required. This needs to identify the number of children and adults attending the excursion and how the risk will be minimised.

Work and Health and Safety

RATIONALE: To ensure Educators and Service staff comply with the Work Health & Safety Act 2011(NSW) and the Work Health & Safety Regulation 2011(NSW).

POLICY STATEMENT

The Work Health & Safety Act 2011(NSW) and Work Health & Safety Regulation 2011 (NSW) aims to protect the health, safety and welfare of people at work. It lays down general requirements for health, safety and welfare, which must be met at all places of work in New South Wales. The Act covers self-employed people as well as employees and employers. Self-employed people (e.g. Family Day Care Providers) must ensure the health and safety of people visiting or working at their places of work (their homes), who are not their employees, by not exposing them to risk.

Self – employed (e.g. Family Day Care Providers) must ensure the health and safety of people visiting or working at their places of work (their homes), who are not their employees, by not exposing them to risk.
For Educator's this includes people that come into an Educators home on Family Day Care business e.g. the children in care, the people dropping off and picking up the children, the Service staff that visits and any workers paid to do a job for the Educator their health and safety by not exposing them to risk.

In WHS terms, risk management is the process of recognising situations that have the potential to cause harm to people or property, and doing something to prevent the hazardous situation occurring or the person being harmed.

Risk Management involves:
Step 1: Identify the problem, which is known as hazard identification.
Step 2: Determine how serious a problem it is, risk assessment.
Step 3: Deciding what needs to be done to solve the problem, risk elimination or control.

RELEVANT LEGISLATION

- Education and Care Services National Law 2010.
- Education and Care Services National Regulations 2011.
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW

KEY RESOURCES

- National Quality Standards 2018 (ACECQA) – Quality Area 2.
- Guide to the National Quality Framework 2018 (ACECQA).

PROCEDURES

The Coordination Unit will:

- Provide information to Educators on health, hygiene and safety matters in childcare as the information is made known to staff. This may be through newsletters, fact sheets, professional development sessions, Educator meetings or on staff visits.
- Offer professional development and/or resources to Educators in areas that relate to WHS.
- Monitor the compliance of Approved Educators to ensure safety in their homes by checking that Educators complete the Educator Workplace Safety Audit (EWSA) on a regular basis and by Support Co-ordinators conducting impromptu home visits.

- Review the systems and procedures relating to risk management within the service on a regular basis.
- Develop policies and practices on Workplace Health and Safety matters in consultation with stakeholders of Family Day Care.

Educators will:

- Comply with the Work Health & Safety Act 2011(NSW) as a self-employed business operator. Comply with the WHS practices that are documented in the Regulations for Family Day Care that relate to their childcare business.
- Maintain a safe environment in their homes whilst conducting their business.
- Develop and implement safe work practices in relation to WHS standards in the Educators home.
- Remain up to date with current safety requirements for Family Day Care.
- Complete daily hazard checks and document, which complies with the EWSA Audit.
- Ensure regular outings/excursions are conducted in a safe manner.

As Educators are self-employed small business operators they are responsible for the implementation, maintenance, monitoring and review of WH&S systems within their own work environment.

WHS Policy must be complied with by Approved Educators and staff at all times. A breach of policy by an Educator or staff member may result in disciplinary action.

Cabonne Community Transport Policy

1 Document Information

Version Date *(Draft or Council Meeting date)*	10 August 2018
Author	Community Services Manager
Owner *(Relevant director)*	Director of Finance & Corporate Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	Within 12 months of Council being elected
Minute number *(once adopted by Council)*	

2 Summary

This document contains all policies and procedures relating to the operation of Cabonne Community Transport.

3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

4 History

Minute No.	Summary of Changes	New Version Date
	Compilation of all policies into one document, reviewed by Community Transport Coordinator	March 2010
10/03/22	Adopted by Council	15 March 2010
13/02/09-CS3/13	Updated to include the Parameters of Transport	5 February 2013
13/09/30	Readopted as per s165(4)	17 September 2013

5 Reason

Cabonne Community Transport exists to provide services and undertake activities, which alleviate transport disadvantage within its operating area by operating within these policies.

6 Scope

Services are available to eligible people (including frail elderly people, isolated people and people with disabilities) within the Cabonne LGA.

7 Associated Legislation

Refer to specific policies.

8 Definitions

These definitions may relate to a number of policies and relate directly to the Child Protection section of this policy document

Allegation: Includes an allegation of child abuse, and an allegation of misconduct that may involve child abuse. Allegations may be written, verbal or anonymous. An allegation should have the following elements:

- The person who is the subject of the allegation must be a current employee and must be identifiable (either by name or by a description)
- It must detail the conduct or pattern of behaviour that indicates abuse of a child
- The alleged victim must have been a child under the age of 18 years at the time of the alleged behaviour. The alleged victim may be an adult now and the alleged behaviour may have occurred years before.

Child: A person under the age of 18 years.

Child Abuse: Refers to the non-accidental physical injury, neglect or ill-treatment, psychological abuse and sexual exploitation and abuse of children.

Child at risk of harm: Under the Children and Young Persons (Care and Protection) Act, a child is at risk of harm if there are current concerns for the safety, welfare or wellbeing of the child because of the presence of any one or more of the following circumstances:

- The child's basic physical or psychological needs are not being met or are at risk of not being met
- The parents or other caregivers have not arranged or are unable or unwilling to arrange for the child to receive necessary medical care
- The child has been, or is at risk of being, physically or sexually abused or ill-treated
- The child is living in a household where there have been incidents of domestic violence and as a consequence, the child is at risk of serious physical or psychological harm
- A parent or other caregiver has behaved in such a way towards the child that the child has suffered or is at risk of suffering serious psychological harm

Child related employment: Employment that involves direct contact with children under 18 years of age, where that contact is not **directly supervised.**

Direct Supervision: A person present at all times during, and is observing and capable of directing, if required, the contact by the person under supervision with any child, where such contact is part of the duties to be performed by the person under supervision or can reasonably be expected to occur during the performance of those duties.

Employee: Any person who is engaged in child-related employment in any of the following capacities:

- Paid employment
- Sub-contractors

- Volunteers
- Ministers of religion
- Members of religious organisations
- Undertaking training as part of an educational or vocational course

Employment Screening: The process of gathering relevant information about an applicant for employment by an organisation in order to enable an informed decision to be made on whether to employ the applicant or not. The method of employment screening is the **Working with Children check.**

Head of Agency: Under the Ombudsman's Act, the Head of Agency is the Chief Executive Officer or other Principal Officer of the Agency. In the case of Council, the Head of Agency is the General Manager.

Physical Neglect: Neglect occurs when a parent or other caregiver, without reasonable excuse, neglects to provide adequate and proper food, nursing, clothing, medical aid or lodging for a child in his or her care.

Notification: The requirement under the Ombudsman Amendment (Child Protection and Community Services) Act to inform the Ombudsman of any allegation of child abuse against employees, or any conviction of employees.

Physical Abuse: The non-accidental injury to a child by the parent, caregiver or other person. It includes injuries such as bruising, lacerations or welts, fractures or dislocation, medically or pharmaceutically induced injuries or illness etc.

Prohibited Person: A person convicted of a serious sex offence, other than where there is an order in force declaring that the Child Protection (Prohibited Employment) Act 1998 does not apply to the person in respect of the offence. A serious sex offence is one that attracts a period of imprisonment of 12 months or more.

Sexual Abuse: Any sexual act or sexual threat imposed on a child. It refers to the involvement of children in sexual acts where the child is exploited for the gratification of another person's sexual needs or desires. Examples include genital exposure, prostitution, pornography and sexual assault.

Working with Children Check: This check involves the following:

a) A national criminal record check, which is a check for child abuse, child pornography, sexual activity or acts of indecency.
b) A check on relevant Apprehended Violence Orders.
c) A check of previous relevant disciplinary proceedings with other employers.
d) Structured referee checks.

9 Responsibilities

These responsibilities relate directly to the Child Protection section of this Policy Document

9.1 General Manager

1. It is the responsibility of the General Manager to report allegations or convictions of child abuse to the Ombudsman's Office.

2. It is the responsibility of the General Manager to notify the Commission for Children and Young People of any employee against whom relevant investigation proceedings have been completed, where the investigation has resulted in disciplinary action being taken against that employee. The General Manager will also decide what disciplinary action, if any, will be taken.
3. It is the responsibility of the General Manager to ensure Council retains all records of an investigation, regardless of whether or not the allegation was proven. This responsibility applies regardless of any requirement for disposal of the record, which may exist elsewhere.

9.2 Directors, Managers and Supervisors

1. It is the responsibility of Directors, Managers and Supervisors to report any allegations of child abuse to the General Manager, and to carry out any investigation.
2. It is the responsibility of all Council Managers to ensure all procedures outlined in this policy are applied, in particular relevant employment screening of prospective employees.
3. It is the responsibility of Human Resource Officer to provide advice and support to both line management and employees.

9.3 Employees

1. It is the responsibility of all employees to notify their supervisor immediately if they witness during working hours a child abuse incident, or someone discloses a situation of child abuse within the work place to them.

9.4 Others

1. Other parties that may be involved in the process include the Union, the Employee Assistance Program, Councillors and Contact Officers – their role is to advise and support employees.

10 Related Documents

Community Transport Procedure Annexures

11 Policy Statements

Section 1 – Organisational Management

Section 2 – Team Management

Section 3 – Service Delivery

Section 4 – WH&S and Vehicle Management

Section 1 - Organisational Management

POLICY 1.01 Aims and Objectives of Service

Policy Statement

Cabonne Community Transport will provide services and undertake activities according to the constitution and any funding agreements or contracts entered into by the Organisation.

Policy

Aim

"To provide appropriate high quality services to the target group in the geographic areas stated in various funding agreements entered into by the organisation"

Target Group

The target group will be:

- Older people;
- Younger people with a disability;

- Carers of the above; and
- Such other persons as may be determined by Coordinator

Objectives (as per the constitution)

To act as an advisory, consultative body for Cabonne Councils Community Transport projects and to represent individuals concerned with transport issues throughout the Cabonne local government area.

- To foster the introduction of community transport
- To stimulate and promote an improvement in all forms of transport.
- To encourage the coordination of transport resources.
- To act as a representative and as a lobby for community transport
- To encourage greater awareness of community transport needs
- To provide delegates to, representation on, and assistance in policy endorsement for the development of community transport at all levels, where appropriate.

Special Needs Groups

The Service recognises that certain groups within the above Target Group have increased difficulty accessing service and the Service will develop specific strategies to ensure access by:

- people who live in rural/remote areas;
- people who are financially disadvantaged;
- people with dementia;
- people who come from culturally and linguistically diverse backgrounds; and
- Aboriginal and/or Torres Strait Islander people.

Related Procedures

- PRO 1.01-1 Philosophy of Service

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.01-1 Philosophy of Service

Expected Outcome

The Service Stakeholders will be aware of the philosophy behind all services provided by the organisation.

Training Requirements

All Team Members

Procedure

The Service will endeavour to provide its services in accordance with the following philosophy:

- Service Users are the focus of the Service;
- Cabonne Community Transport exists solely to meet the needs of Service Users;
- Each Service User is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- Service Users are encouraged to make choices in their lives;
- Service Users are supported with dignity, respect, privacy and confidentiality;
- Service Users will be encouraged by services that support and promote their independence;
- Service Users access to service will be on a non-discriminatory basis; and
- The community can expect a service that is safe and accountable.

The Service will endeavour to ensure the highest standards of Team Members management and support. Team Members within the organisation shall operate in accordance with the following philosophy:

- Commitment to social justice and access and equity principles;
- Commitment to the identification and management of risk within the workplace;

- Respect for one another. Recognising each person's life experience, knowledge, skills and expertise can contribute to us working in a harmonious environment;
- Responsibility for our words and actions. Team Members take their roles and responsibilities seriously, enabling us to work effectively as a whole organisation;
- Commitment to working within an ethical framework to ensure transparency and accountability to our community;
- Supporting each other to achieve our best. Team Members recognise that at times we may need feedback, encouragement, assistance and direction to fulfil our roles;
- Sharing information, skills, knowledge and a similar work ethic promotes open and inclusive work and organisational practices;
- Building an educational environment where each Team Member can extend themselves and gain further knowledge, skills and experience so that we become more effective as an organisation. Team Members are comfortable with exploring different ways of dealing with challenges;
- Building innovation and flexibility into service thereby encouraging creativity, problem solving and management of challenges; and
- Recognition of achievement and growth allows Team Members to feel confident in their work and celebrate their accomplishments.

Documents to be completed and/or related to this procedure

- DOC 1.01-1-1 Constitution Coversheet

Corresponding Policy

- POL 1.01 Aims and Objectives of the Service

Relevant Standards

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumer
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation
- 3. Individual outcomes
- 4. Feedback and complaints
- 5. Service access
- 6. Service management

POLICY 1.02 Management of Service

Policy Statement

The Service will manage its services effectively and efficiently to ensure a service that has Service User need and continuous improvement at the centre of all its activities.

Policy

The Service is managed by the Cabonne Council according to the Constitution of the Organisation.

Cabonne Council will govern lawfully with an emphasis on:

- outward vision rather than an internal preoccupation;
- encouragement of diversity in viewpoints and collective decision making;
- strategic leadership;
- Pro-activity rather than reactivity.

Cabonne Council has the following responsibilities:

- To operate the Service ensuring all constitutional and legal obligations are met;
- To ensure quality services to Service Users;
- To have a fair and transparent recruitment process and to provide support and development opportunities for Team Members;
- To financially manage the organisation to ensure sustainability and growth; and
- To recognise the Traditional Owners of the land in which the Service operates.

Related Procedures

- PRO 1.02-1 Responsibility and Role of Cabonne Council
- PRO 1.02-2 Role of the Manager
- PRO 1.02-3 Delegation of Authority
- PRO 1.02-4 Conflict of Interest
- PRO 1.02-5 Meetings
- PRO 1.02-6 Cabonne Council Orientation and Training
- PRO 1.02-7 Insurance
- PRO 1.03-1 Continuous Improvement
- PRO 1.05-1 Financial Management
- All Procedures in Section 2 Team Management

- All Procedures in Section 4 Work Health and Safety

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-1

Responsibility and Role of Cabonne Council

Expected Outcome

The Service Stakeholders will be aware of the responsibility and individual roles of Cabonne Council.

Training Requirements

Cabonne Council Members

Procedure

Fiduciary Duty

The Cabonne Council have a fiduciary duty, which is a duty to act in the organisations and its' members best interests, in every aspect of the organisation and in every transaction that the organisation enters into.

The Cabonne Council will ensure constitutional and legal obligations are met by:

- Ensuring the constitution has clear purposes;
- Ensuring the constitution of the organisation is regularly reviewed and updated when necessary;
- Ensuring all potential Conflicts of Interest are identified by all Team Members of the Service;
- Ensuring the organisation is non-discriminatory;
- Operating in line all relevant Federal, State and Local Government laws, regulations, legislation, Community Care Common Standards, Disability Service Standards and Funding Agreements;
- Shall ensure that the requirements under the Traffic Act and other relevant regulations are adhered to, including:
    - Driver hours regulations;
    - Vehicle monitoring device requirements;
    - Vehicle registration regulations;
    - Comprehensive third party insurance requirements; and
    - Regulations concerning the fitting and use of safety equipment
- Ensuring insurance is current and appropriate;
- Ensuring all legal requirements with regard to employment, including Tax, Superannuation and Workers compensation, are carried out;
- Ensures Cabonne Council team Members have the benefit of orientation and relevant training;

To ensure Quality Services to Service Users by:

- Providing strong leadership by:

- Leading by example showing a visible commitment to continuous improvement and risk management;
- Ensuring clearly defined accountability and reporting lines regarding all aspects of service;
- Maintaining a high level of awareness of current best practice methods and innovation in the sector;
- Recognising and responding quickly to concerns of Service Users, Team Members and the public;
- Having clear organisational goals;
- Operating according to Policies and Procedures that reflect requirements of relevant Standards, Legislation and Guidelines;
- Ensuring all Team Members abide by the Code of Behaviour and Confidentiality Agreement;
- Updating and using the Cabonne Council Delegation of Authority Chart to ensure continuity in decision making; and

- Monitoring, evaluation and strategic planning processes that include stakeholder input, examination of relevant demographics and strategies to improve service and independence of Service Users
- Effectively and responsibly managing risk by:
  - Demonstrating due diligence, which is to act with care and in the best interests of the organisation and by taking all reasonable steps to prevent a reasonably foreseeable loss or injury occurring;
  - Encouraging a culture of risk identification and management;
  - Ensuring that management of risk is an integral part of the philosophy of the organisation;
  - Developing and implementing effective systems to manage and disseminate information on risk management performance and effectiveness;
  - Including risk management in the measurement of Team Member performance; and
  - Development of comprehensive contingency and emergency plans to ensure prompt response to any harmful or dangerous incident or situation.
- Ensuring a fair and transparent recruitment process and to provide support and development opportunities for Team Members by:
  - Ensuring the best possible Team Members are employed by the organisation;
  - Ensuring Team Members are recruited in line with Equal Employment Opportunity principles;
  - Ensuring all Team Members abide by the Policies and Procedures of the Organisation;
  - Ensuring compliance with Work Health and Safety Legislation providing safe working conditions for Team Members;
  - Ensuring compliance with relevant Awards and Awards are available to all Team Members;
  - Ensuring all Team Members have job descriptions and clear lines of accountability;
  - Ensuring Team Members are supported to continuously develop their skills, by access to appropriate training, to the benefit of the organisation; and

  - Ensuring regular Team Member performance appraisals are conducted and development plans implemented.

- Ensuring sound financial management of the organisation to ensure the longer term financial viability and growth by:
  - Ensuring each relevant Cabonne Council team member understands and can read the financial reports of the organisation;
  - Ensuring budget development takes into account previous years expenditure and income, trends in expenditure and income and expected expenditure and income;
  - Having an approved budget, prior to the commencement of the financial year, that is monitored, at least quarterly, to ensure expenditure is within the budget;
  - Ensuring financial reporting includes:
    - Budget and actual expenditure and income for the period;
    - Budget and actual expenditure and income for the year to date; and
    - Highlighting any variances in above and relevant explanatory notes.
  - Ensuring the development of specific project budgets as appropriate to monitor service development, innovation activities;
  - Ensuring the cost of implementing Strategic Planning is included in the expected expenditure of the Service;
  - Ensuring that the accounts align with reporting requirements under Funding Agreements and relevant legislation;
  - Ensuring funds are properly accounted for and an audit is completed every year;
  - Ensuring financial records are maintained in a manner as specified by the auditor; and
  - Ensuring budget acquittal takes place in the prescribed manner.
- Ensuring recognition of the Traditional Owners of the land in which the Service operates by:
  - Acknowledging the Traditional Owners of the land at all public events conducted by the Service as required;
  - Inviting a representative from the host Local Aboriginal Land Council to welcome the visitors. If no representative is available, the Service nonetheless acknowledges the Traditional Owners of the land and pays respect to Elders past and present as required; and
  - Ensuring that Cabonne Council Team Members understand it is their responsibility to ensure the traditional owners of the land are acknowledged as required.

Documents to be completed and / or related to this procedure

- DOC 1.01-1-1 Constitution Coversheet
- DOC 1.02-1-2 Membership Register
- DOC 1.02-3-1 Delegation of Authority Chart
- DOC 1.02-4-2 Conflicts of Interest Register
- DOC 1.02-5-3 Minutes Template

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standards

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumer
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-2 Role of the Coordinator

Expected Outcome

The Service Stakeholders will be aware of the role of the Manager with regards to Service Management as delegated by the Coordinator.

Training Requirements

All Team Members

Procedure

The Coordinator assists the Council to Manage the organisation effectively by:

- Undertaking the day to day management of the Service;

- Ensuring accurate financial records are maintained including, all moneys are duly collected, banked, and accounts paid;
- Recommending appropriate funding strategies to the Coordinator;
- Applying for Funds as directed by the Coordinator;
- Drafting budgets with the Treasurer for approval;
- Monitoring expenditure and developing strategies to address any variations;
- Ensuring a variety of feedback from Service Users, Team Members and other Service Providers is gathered to inform service planning processes;
- Ensuring Audit preparation is completed and financial records submitted to Auditors;
- Funding is negotiated and service agreements established;
- Developing and monitoring effective information management systems;
- Ensuring appropriate reports are developed describing the activities of the Service and use of funds;
- Coordinating the recruitment, management and support of Team Members ensuring all entitlements are properly recorded and quarantined from working accounts;
- Development of appropriate Policy and Procedure in line with relevant Standards and best practice for consideration of the Coordinator;
- Ensuring that risk identification, management and continuous improvement is implemented throughout the Service ensuring appropriate training and support is provided to Team Members and Service Users to participate in the identification and management of risk and to promote continuous improvement activities according to Section 4 Work Health & Safety; and
- Providing up to date and accurate information to the Coordinator to ensure the Service is kept up to date with developments / reforms in the sector.
- Ensuring the organisation has a high community profile by promotion and marketing of the Service, raising awareness and publicizing the organisation, its aims, its services and its achievements.

Documents to be completed and / or related to this procedure

- DOC 1.02-3-1 Delegation of Authority Chart

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumer
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-3 Delegation of Authority

Expected Outcome

The Service Stakeholders will be aware of what delegations of authority are given by the Cabonne Council to individuals within the organisation.

Training Requirements

All Team Members

Procedure

Delegations represent the different acts of authority designated or assigned to different Team Members of the Service. There are two key types of delegation:

- Business activity delegations which bestow authority to take or approve actions on behalf of the Service;
- Financial delegations which bestow authority to take actions or approve actions that will have an impact on the finances of the Service.

A delegation cannot be transferred without Cabonne Council approval. Any additions or changes to delegations should be noted on the Delegation of Authority Chart. Delegation of Authority will also be noted in Job Descriptions where they apply.

Documents to be completed and / or related to this procedure

- DOC 1.02-3-1 Delegation of Authority Chart

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standards

Community Care Common Standards

- 7. Human
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-4 Conflict of Interest

Expected Outcome

The Service Stakeholders can identify potential conflicts of interest and are able to declare any conflicts of interest before they become major issues of concern.

Training Requirements

All Team Members

Procedure

All Team Members are required to always act in the best interests of the organisation.

Sometimes personal interests such as loyalties to other organisations, business interests or personal connections may conflict with or others may believe them to conflict with the interests of the organisation. Individuals with a conflict of interest may include:

- Suppliers of products to the Service;
- Service User Representative;
- Volunteer Representative;
- Representatives employed by other services; and
- Members who have any dual relationship such as family, friends, partners with other Team Members working with the Service.

Conflicts of Interest occur regularly. They are not necessarily bad in themselves. For example; having someone that works for another organisation may benefit the Service greatly because of their experience. However, at some time, the relationship between the Service and the other organisation may be discussed - in this discussion that particular Service representative could be seen to have a conflict of interest. This is not an indication that the person should resign from their position, however the person may be asked to not participate in discussion, leave the room while the discussion is conducted, not vote on the outcome of discussions etc.

Some examples of potential conflicts of interest:

- You are on a recruitment panel and you realise that someone you know has applied for the job;
- You are asked to supervise another Team Member who is a personal friend or relative;

If at any time you suspect there might be, or might be perceived by others to be, a conflict of interest the best action is to:

- Recognise the potential conflict of interest;
- Declare the potential conflict on a Declaration of Potential Conflict of Interest Form;
- Make sure you act in the organisation's best interests; and
- Remember that others outside your organisation may think there is a conflict of interest even when there is not. Declaring the potential conflict means you are able to show that you recognised it and acted correctly.

Allow the Cabonne Council to make a ruling, which may include, but is not limited to:

- asking you to resign from your position;
- asking you to leave the room while the issue is discussed;
- asking you to leave the room while the issue is decided; or
- Re-organising supervisory functions to eliminate conflict of interest.

The Cabonne Council will record their decision in the Minutes of the meeting and on the Conflict of Interest Register. The Declaration of Conflict of Interest will be filed in the Conflict of Interest Folder and the Conflict of Interest Register placed at the front of the folder.

The Community Services Manager will review all funding agreements to ensure that the organisation's Conflict of Interest procedures remain compliant with all funding requirements.

Documents to be completed and/or related to this procedure

- DOC 1.02-4-1 Declaration of Potential Conflict of Interest
- DOC 1.02-4-2 Conflicts of Interest Register

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standards

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-5 Meetings

Expected Outcome

Service Stakeholders will be aware of what regular meetings are held within the organisation and how each of those meetings is conducted and contributes to the overall operation of the Service.

Training Requirements

All Team Members who participate in meetings

Procedure

Volunteer Committee Meetings:

- Will be held in accordance with the Constitution;
- Will be held at least four times per year. Other meetings may be arranged by the Coordinator as required;
- The purpose of volunteer meetings is to allow all team members the opportunity to discuss day to day issues regarding the provision of service, including Work Health and Safety;
- Will be attending by volunteer drivers and Coordinator. Guests may be invited and / or request to attend meetings for a specific purpose;
- The agenda will be set according to the Community Transport template;
- The agenda will be drawn up and circulated together with minutes of the previous meeting and relevant reports, to all volunteer drivers two weeks before regular meetings;
- Will be minuted according to the Minutes Template;
- Employees do not have voting rights.

Annual General Meeting:

- Will be held in July each year and will be held in line with the organisations constitution;
- Will present the membership with the achievements of the organization over the last 12 months;
- Will elect the committee for the coming year;
- The agenda for the Annual General Meeting will be according to the Annual General Meeting template.

Steps	Action	Who does it	When
1	Relevant Agenda template is used and previous minutes to be sent to Volunteer Drivers	Coordinator	2 weeks prior to meeting
2	Agenda and previous minutes are read	Chairperson	Prior to the meeting

3.	Previous minutes accepted	Chairperson	At meeting
4	Minutes are taken on Minute Template	Secretary/Minute Taker	At meeting
5.	Minutes typed up	Coordinator	Within one week of meeting

Documents to be completed and / or related to this procedure

- DOC 1.02-5-1 Annual General Meeting Agenda Template
- DOC 1.02-5-2 Minutes Template

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-6

Community Transport Orientation and Training

Expected Outcome

The Service Stakeholders will be aware of the orientation process to inform new Governance Body members of the organisation and its activities enabling them to effectively manage the Service.

Training Requirements

The Manager and Governance Body Members

Procedure

Each new member of the Governance Body will be given an Orientation Kit within two weeks of being elected.

The Coordinator will have a meeting with the new Council member to discuss the Orientation Kit and answer any questions before requesting the new member to sign off on the orientation.

The Governance Body Orientation Kit may include copies of:

- The Constitution
- Role of the Manager
- Delegation of Authority Chart
- Declaration of Potential Conflict of Interest
- Organisational Chart
- The Current Strategic Plan
- Code of Behaviour
- Organisational Risk Management Procedure
- The Current Organisational Risk Management Plan
- Funding Agreement Compliance Checklist
- Funding Register
- The Organisational Handbook
- Team Member Orientation Handbooks
- Service User Information Handbook
- Information regarding Policy and Procedure Manual
- Information about Governance Body meetings

Once orientation has been completed the Orientation Checklist will be completed.

Steps	Action / Evidence	Who does it	When
1	Meeting held with new member to answer any questions	Coordinator	Within 2 weeks of the new member receiving the Orientation Kit

The Council will be provided with ongoing training to remain up to date with issues impacting upon the Service and best practice in good governance. The Coordinator will ensure that information is provided to Council regarding appropriate training opportunities as they arise. All training, including Orientation, undertaken will be entered in the Council Training Register.

Steps	Action / Evidence	Who does it	When

1	Information provided to Council regarding training	Coordinator	As soon as practicable after notification
2	A decision is made regarding attendance	Coordinator	As scheduled
3	Training attended	Coordinator	As scheduled
4	Governance Body Training Register Completed	Coordinator	At next meeting

Documents to be completed and / or related to this procedure

- DOC 1.02-6-1 Organisational Chart

• Corresponding Policy

- POL 1.02 Management of Service
- POL 1.03 Quality Management

Relevant Standards

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.02-7 Insurance

Expected Outcome

The Service stakeholders will be aware of what insurance are held by the organisation and how those insurance's are maintained and changed according to changes within the Service

Training Requirements

Risk Assessment Officer, Community Services Manager, Coordinator

Procedure

The Service will comply with all legal requirements with respect to insurance. The type of insurance cover and level of insurance cover will be decided by Council after consultation with other like services, relevant peak bodies and / or an insurance broker.

Insurance will include as a minimum:

- Public Liability to the value of at least $10,000,000.00 per claim;

- Workers' Compensation;
- Property – Fire;
- Contents - Theft and Burglary (at replacement cost);
- Directors and Officers Liability;
- Volunteer Insurance - Personal Accident and Public Liability;
- Vehicle Insurance if relevant; and
- Third party (green slip) if relevant.

The organisation may also consider the following insurances depending on the level of risk:

- Professional Indemnity;
- Association Liability; and
- Fidelity Insurance, which is insurance against employees misappropriating funds.

Students

The Coordinator will check that any students on placement are covered by their institution as stipulated on the Student Checklist.

Team Member Vehicles

The Coordinator will ensure that the vehicles of any Team Members are covered through their own comprehensive insurance policy if used for agency work.

Volunteers will be provided with a standard letter to their insurance company advising that company of the type of volunteer work that will be conducted.

Team Members using their own vehicle will also be sent a standard letter each year asking for a copy of renewed insurance and licence.

Insurance Register

The Risk Officer will ensure the maintenance of the Insurance Register at all times. The Register must show the policy number, the insurance company, what it covers, and the premium, the date paid and the expiry date of the cover.

Documents to be completed and / or related to this procedure

- DOC 1.02-7-1 Standard Letter to Volunteers Insurance Company
- DOC 1.02-7-2 Standard Letter to Volunteer re: Insurance and / or Licence Renewal
- DOC 1.02-7-3 Handy Insurance Hints

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standard

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

POLICY 1.03 Quality Management

Policy Statement

The Service maintains that an effective quality management system encompasses people, processes and documentation working together to provide a high quality service.

Policy

Listen

The Service will promote a culture of continuous improvement by developing ways to encourage feedback by:

- Service User's;
- Aboriginal and Torres Strait Islander peoples;
- People from Culturally and Linguistically Diverse Backgrounds;
- Carers;
- Other Service Providers;
- Team Members; and
- Peaks and other Industry Leaders.

Plan

The Service will plan for high quality flexible services by:

- Using the feedback provided by listening;

- Using up to date demographic information to ensure the Service is engaging relevant groups within the community;
- Using up to date service statistical data to identify trends and gaps in service;
- Using up to date service referral data to identify opportunities for promotion / increased co-ordination; and
- Developing strategies to optimise available resources.

Do

The Service will provide high quality services by:

- Ensuring Team Members have the competencies to fulfil their roles through facilitating access to professional development, training and education opportunities;
- Ensuring activities are governed by the Policies and Procedures that reflect current practice and are compliant with relevant standards;
- Ensuring risk assessment is part of core business; and
- Encouraging an environment of certainty and confidence for Team Members by providing clear direction and support.

Evaluate

The Service will ensure ongoing monitoring and evaluation by:

- Monitoring feedback from stakeholders;
- Ensuring Reporting procedures provide the information required for effective monitoring of the service provided;
- Conducting audits of the services provided to ensure risk minimisation strategies are implemented; and
- Ensuring continuous improvement practices evaluated and improved when possible.

Related Procedures

- PRO 1.03-1 Continuous Improvement
- PRO 1.03-2 Service Strategic Planning, Monitoring and Evaluation
- PRO 1.03-3 Code of Behaviour and Confidentiality Procedure
- PRO 1.03-4 Information Management Systems and Privacy
- PRO 1.03-5 Organisational Risk Management
- PRO 1.03-6 Monitoring Compliance
- PRO 1.03-7 Physical Resources Management
- PRO 1.03-8 Internet, Intranet & E-mail

Relevant Standard

Community Care Common Standards

- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -1 Continuous Improvement

Expected Outcome

The Service Stakeholders will be aware of how the Service maintains a culture of continuous improvement that systematically improves service provision and is reflected in Policy and Procedural development and implementation.

Training Requirements

All Team Members

Procedure

Continuous Improvement is a process of planning for change, implementing the change, reviewing the change to ascertain if it needs amendment and acting to ingrain the change into organisational culture.

The Service systems and processes are flexible and responsive to a changing environment thereby encouraging a culture of continuous improvement which values creativity, innovation and learning from mistakes.

Continuous improvement can range in scale from small initiatives, such as implementing a new program.

The following system of continuous improvement ensures that all new activities are evaluated, remain effective, appropriate, efficient and continue to produce desired outcomes.

Gathering Ideas

Ideas for improvement may come from many sources including:

- Team Members;
- Service User Feedback;
- Changes in Legislation and Standards;
- Risk Management Processes;
- Information regarding Best Practice; and
- Information from Peaks or other service providers.

Seeing ideas implemented acknowledges the contribution and encourages skills development of Service User's and Team Members.

When developing and putting ideas into action it is important to monitor and review the process to ensure that the anticipated outcomes are achieved. The Continuous Improvement Matrix will be used when planning any improvements to service. The Continuous Improvement Planner may be used in conjunction with Strategic Planning Activities. See Service Strategic Planning, Monitoring and Evaluation.

Policy & Procedure

The Manager will ensure that the Policies comply with relevant legislation and standards and will update the Relevant Legislation and Guidelines section of each Policy as changes occur in the sector. This information will be gained by:

- The Internet
- Membership of peak organisations
- Notices and advice from funding bodies
- Networking with other providers

The Policy and Procedure manual directs the manner in which services will be provided. To cater to changing Service User needs, changes in legislation and to encourage innovation the Policy and Procedure manual will be continually updated to reflect improvements within the Service.

Delegation of Authority

The following Delegation of Authority will be applied:

- The Coordinator is authorised to approve any procedural / operation improvement as long as it within the scope and intention of an existing Policy of the organisation. This includes changing a procedure or form to increase efficiency and / or quality of operations in the organisation.
- New Policies and Procedures or amendments which change the intent or scope of a Policy must be drafted by the Coordinators and submitted for approval by Cabonne Council.
- Only the Administration Officer is permitted to make authorised changes to the electronic and hard copies of Policy and Procedures.
- Should a major change require immediate action Executive Approval will be sought from Cabonne Council to be ratified at the next meeting.

Implementation

Implementation of changes may include:

- Providing feedback to the source regarding the outcome of the Improvement Request
- Updating the Policy and Procedure Manual in both electronic and hard copy
- Team Members are advised through meetings, memo or training as appropriate
- Service Users are advised through meetings, newsletters or information sessions as appropriate

Security and Identification

All Policies and Procedures will be identified with a name, a number and have the history of the document updated as changes are made.

The Coordinator is responsible for keeping the hard copy versions of Policy and Procedure Manual up to date at all times.

Electronic documents and forms will be able to be accessed by all Team Members for printing, however they will be password protected to ensure only Administration Officer can change or update.

Team Members will only utilise documents that have been authorised by Cabonne Council.

Documents to be completed and / or related to this procedure

- DOC 1.03-1-31 Continuous Improvement Planner

Corresponding Policy

- POL 1.03 Quality Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -2

Strategic Planning, Monitoring and Evaluation

Expected Outcome

The Service stakeholders will be aware of a variety of feedback and statistical evidence used by the Service to ensure new projects and service development is based on Service User needs, local demographics, legislative and funding requirements.

Training Requirements

All Team Members

Procedure

The planning and evaluation of the Service is the responsibility of the Coordinator. They will ensure that the process includes:

- Using feedback from Service Users, Team Members and other local relevant agencies including Aboriginal, and Culturally Diverse Organisations as the basis of strategic planning and ongoing service development and evaluation;
- Encouraging partnerships and innovation with other service providers;
- An account is taken of the unmet needs of people from the Service target groups;
- Ongoing monitoring of the Service;
- Presentation and analysis of data; and
- Analysis of results of risk identification audits.

Cabonne Council will monitor the performance of the Service at Governance Body meetings through information provided in the Coordinator's report.

Gathering Feedback

Service User feedback will include:

- Formal Service User feedback will be gathered once per year e.g. through written surveys, telephone surveys, discussion groups. The Service will ensure that specific strategies are developed to ensure feedback from Service Users in Special Needs groups. e.g. speaking to a group of Service Users from a multicultural service in the area.
- Informal Service User feedback given verbally to Team Members recorded on Suggestion, Complaints and Compliments Register.
- Group feedback is recorded on Group Consultation Sheets.
- Information gained from mechanisms used to facilitate the generation of ideas, such as suggestion boxes, brainstorming sessions, reminding Service Users their input is valuable in newsletters / promotion.
- Ensuring any Service User who provides suggestions or complaint to the Service will be given feedback in an appropriate format, this may include:
    - A written response

- A verbal response
- If anonymous - discussion of the issue and result in a newsletter

Feedback from other Community Groups will include:

- An annual questionnaire will be distributed to relevant agencies in the area seeking their feedback on the Service ensuring services catering to special needs groups are included.
- Service Providers will be invited to the Services planning day to provide input into service development.
- Steering Committee's for specific projects will include relevant service providers.
- Information gathered through attendance at relevant forums and networks.

Feedback from Team Members will be gathered through:

- Supporting Team Members to participate and contribute to continuous improvement activities throughout the organisation.
- Supervision & Performance Appraisals particularly regarding Team Member training needs.
- Team Member Meetings.
- Policy & Procedure Improvement Requests.
- Participation in Planning Activities.

Gathering and Using Data

Regular reporting procedures ensure:

- Monitoring of suggestions, complaints and compliments.
- Monitoring of Policy & Procedure improvement requests.
- Monitoring Risk Identification reports and audit outcomes.
- Monitoring of Service usage data through the collection of appropriate Service User statistics using the computer programs

Strategic Planning will include:

- The collection and collation of demographic information relevant to the target group from Local Councils, Australian Bureau of Statistics (ABS), funding bodies and / or relevant peak organisations.

Strategic Planning

Strategic Planning is conducted annually and triennially by Council as a whole and contribution by Community Transport and targets are identified applicable to Community Transport.

Negotiating Service Parameters

Service Planning may identify emerging issues that cannot be adequately addressed within the current funding service description or geographic coverage agreed to with the funding body.

Should the above occur the Service should contact the relevant funding body to enter into negotiations to ensure the emerging issues are addressed. These negotiations may result in:

- The Service description being amended to cater to the emerging need;
- The Service description remaining the same;
- The issues being used in Regional Planning to ensure extra funding is provided to the area to cater to the need; and
- Entering into negotiations for the emerging need being addressed by a more appropriate service and/or a service partnership.

Considering Development / Submissions for Projects

Specific projects are an important part of the Service work, and the organisation may be involved in several projects at any given time. In deciding whether or not to pursue a particular project, the Service will consider:

- Policy priorities. This involves an assessment of the project in terms of the Service policy priorities and strategic plan, the likely outcomes and impact of the project, the urgency of the issue, and possible benefits for the organisations' Service Users;
- Appropriateness of the Service involvement. It is important to consider whether the Service can add value to the project or whether another agency may be more appropriate. Other factors to consider are team development, organisational profile and any potential risks to the Service; and
- Effectiveness of the Service involvement. It is also necessary to consider whether the Service has the networks, resources and capacity necessary to support the project and ensure that participation is effective, as well as any contingency costs that may arise from participation.

Team Members proposing a project should discuss the idea with their supervisor where relevant, and other Team Members. If it is agreed to investigate the project further, the Team Member will prepare a short report or recommendation to inform the Manager/Governance Body and assist them to make a decision. If it is decided to pursue the project a project submission may be developed.

When developing a submission, the impact on other parts of the organisation needs to be considered. These include:

- Impact on other staff include training;
- Impact on Finance / Administration, including conferences; and
- Impact on communications, including publications and website.

These impacts should be reflected in the submission, particularly within costing, and timing of activities.

All new projects require approval from the Governance Body. Staff members need to factor in the time necessary to gain approval when developing new projects.

Considering Research Projects

The term 'research' refers to any systematic investigation of issues affecting the community services industry, population groups or policy issues with the express purpose of documenting new knowledge to inform the work of the community services sector and enhance Service User outcomes.

A research project can further include evaluation of community services programs or activities. Therefore, an evaluation would be defined as a systematic examination to identify service, project or Service User outcomes to inform "best practice" in service delivery methods

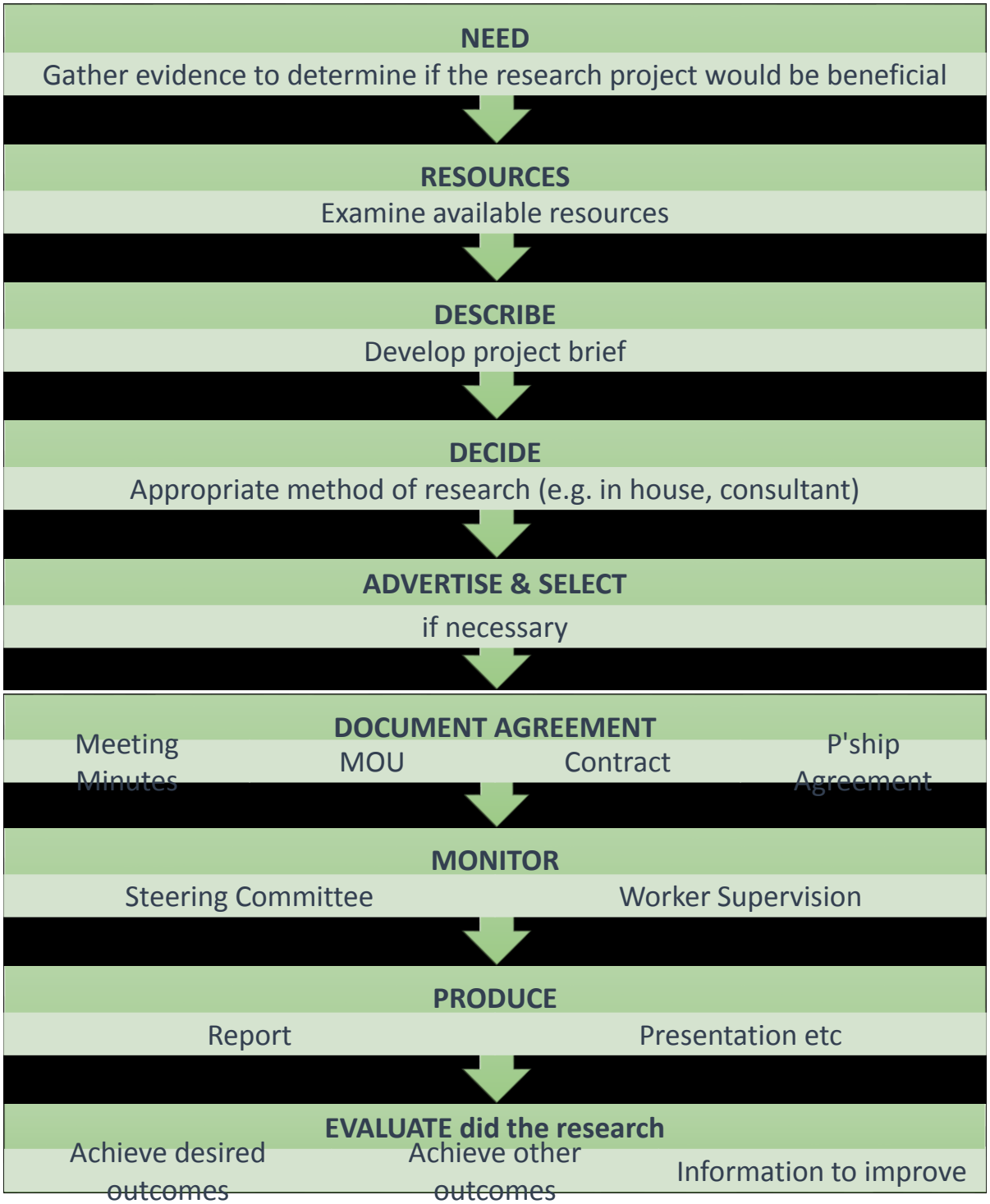
Conducting research may be beneficial to the organisation in many situations including:

- exploring new approaches in Service provision;
- examining evidence from a variety of sources to develop the Service;
- assessment of the needs of population groups;
- impact of service change on specific population groups; and
- developing services that are relevant to the demographics of the target area.

Research may be undertaken:

- In house;
- In partnership with other agencies using the Memorandum of Understanding Template; or
- By a consultant using the Consultancy Contract Template.

Research Flowchart



When considering a research project the Service will develop a Research Plan which clearly identifies:

- Research Aims & Objectives;
- Research Partners, Parameters & Methodology - Research methods, e.g. literature review, socio-demographic analysis, survey and research principles and requirements;

- Resources required (e.g. Team Members, Students, community services partners, other agencies, residents, childcare, transport, postage, venue hire, photocopying facilities, audio/visual equipment);
- Target Group & Geographical Area;
- Reporting and Supervisory Structure;
- Ethics and Confidentiality - evidence of ethical considerations, process for obtaining informed consent, assessment of potential risks, proposals for minimising these risks and proposed arrangements for safeguarding the confidentiality of personal information gathered;
- Research Budget;
- Partners & Timeline - A full descriptions of proposed involvement by all partners in the project, identification of their responsibilities and tasks and time frames; and
- Any potential or real conflict of interest.

Documents to be completed and / or related to this procedure

- DOC 1.03-2-1 Annual Service Data Summary
- DOC 1.03-2-2 Service Provider Survey
- DOC 1.03-2-3 Service User/Carer Survey
- DOC 1.03-2-4 Consultancy Contract Example
- DOC 1.03-2-5 Memorandum of Understanding Example
- DOC 1.03-2-6 Contract to Provide Service with External Vehicles Example

Corresponding Policy

- POL 1.03 Quality Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -3

Code of Behaviour & Confidentiality Agreement

Expected Outcome

All Team Members (Volunteers) and the Coordinator will perform their duties with integrity and abide by this Code of Behaviour and Confidentiality Procedure.

Training Requirements

All Team Members

Procedure

The following is an in-depth explanation of the Code of Behaviour and Confidentiality Agreement.

Abide by the Aims, Objectives and Philosophy of the Service.

All Team Members and management must perform their duties in line with the Aims, Objectives and Philosophies of the Service.

Observe all the rules of the Service including those specified in the constitution, Policy and Procedure Manual, Home and Community Care Guidelines and any others determined by the Governance Body.

All Team Members and management must perform their duties according to the constitution, the Policy and Procedure manual and management direction.

Represent the Service and the Team in a positive way

All Team Members and management have a responsibility to promote and represent the Service and the Team in a positive way to other Team Members/management and the community. This includes when Team Members are using social media such as face book, text messaging and twitter.

If any Team Members or management have concerns regarding the Service, these issues must be raised and addressed according to the Policies and Procedures of the Service.

Act in an honest and trustworthy manner in both word and action (including reporting any dishonest act witnessed).

Team Members are to observe the strictest practice of honesty and integrity at all times and this may include a duty to report dishonesty on the part of another member of Team Members or the Coordinator.

Treat Service Users with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.

The Service exists to provide assistance to our Service Users to live as independently as possible. By providing a courteous, respectful service that takes Service User suggestions/complaints seriously we empower our Service Users.

Protect Confidentiality

Confidentiality is the preservation of information concerning the Service users, Team Members, the Coordinator and Cabonne Council.

As Team Members there will be information that you will have access to by the nature of your work. Information, phone numbers addresses of Service Users/Team Members are to be kept confidential.

Any information disclosed at team meetings, is considered confidential unless permission is given at the particular meeting for information to be disseminated.

When it is necessary to work with other agencies in order to provide service, the obligation of confidentiality should be binding on everyone concerned.

Confidentiality refers to both verbal and written communication (including social media such as face book, text messaging and twitter)

Continue to respect confidentiality after leaving the organisation

Former Team Members are to maintain confidentiality of official information known to them after leaving the employ of the Service.

Follow reasonable instructions given by supervisors and/or management

Team Members will not wilfully disobey or disregard a reasonable direction or request given by the Coordinator, or a person with the authority to make or give the direction/request.

Team Members should give their time and attention to carry out their work efficiently and the standard of their work should reflect a positive image of themselves and the Service. The work of a Team Member is to be done within the policies and guidelines of the Service without personal views being reflected in the way the work is done or how the Service is delivered.

Recognise and declare any potential conflicts of interest

Team Members are to act in the general publics' interest and not in a manner to obtain unfair advantage for themselves, other individuals or services. Team Members are to disclose any interest, which could lead to, or could be perceived to lead to, a conflict of interest.

Should a Team Member become aware that a conflict has arisen or potential conflict may arise, the Team Member is to inform the Coordinator.

Declare any Political Participation that may impact upon the Service

Team Members who participate in political activities are to ensure that this involvement does not conflict with the performance of their duties.

Disputes and grievances must be dealt with in line with Team Member Performance Dispute and Grievance Procedure.

Conflict is a part of life, when working or volunteering with a variety of people conflicts are natural. Remember if you have a problem it must be dealt with according to the Policy and Procedure of the organisation. It is your responsibility to try in good faith to resolve any disputes and assist at all times to promote harmony in the workplace.

Not smoke, take illegal drugs or consume alcohol when on duty or on the premises.

All Cabonne Community Transport vehicles are strictly no smoking. As we ask that Service Users do not smoke in your presence we also ask that you give the same respect.

The Service requires that no Team Members are under the influence of drugs or alcohol while working or volunteering.

Not make an offer or make suggestion about purchasing/acquiring any property of the Service User

Should a service user wish to or be considering selling a piece of property interest by a Team Member may result in the Service user:

- making a gift of the property to the Team Member;
- offering the item to the Team Member at less than the market value; or
- asking the Team Members advice with regard to disposal of the item.

All of the above place the Team Member in an unacceptable position of power and could be construed as abuse of Duty of Care.

Not solicit gifts from Service Users.

It is natural for Service Users to sometimes want to give a gift to a Team Member however the Service has a Duty of Care to Service Users to protect them from situations that could be perceived as abuse of position.

The acceptance of a gift may place a Team Member or Service User in a situation where they may feel a debt is owed. This could also lead to a Service User receiving, or being perceived as receiving, preferential treatment or the Service User feeling obligated to provide further gifts to the Team Member.

Team Members are not to directly or indirectly encourage or demand or any gift or benefit in respect of work performed or services delivered by them in connection with their position at the Service.

If a sum of money is paid over the standard rate for the Service it will be considered a donation to the Service. This should be explained to the Service User and a receipt given.

Due to services having varying procedures regarding the acceptance of gifts the following two options are provided:

Option 1

To ensure that Service Users are not placed in a position of potential abuse no Team Member of the Service will accept any gift over the value of $10 or home produce (such as a cutting of a favourite plant, homemade jam). Any Team Member receiving such a gift from a Service User must notify the office and have the item placed on the Gift Register, recording the gift protects both the Service User and the Team Member.

Option 2

If a gift is offered, let the Service User know you are grateful but that it is the policy of the Service that you cannot accept gifts. If they wish, the Service User or you can talk to the Coordinator to discuss the issue.

Not have sexual relationships with Service Users, visit Service Users home or take them to Team Member's homes outside of regular duties approved by the Service.

People you meet while working with the Service are Service Users of the Service and as such will be protected by the Service. It is inappropriate to form relationships with Service Users outside the parameters of service provision. Inappropriate relationships encourage a blurring of boundaries between individuals and can result in the Service User and/or Team Member becoming dependent upon each other rather than relying on the Service for information and support.

Not abuse or harass, physically or verbally, other Team Members or Service Users of the Service.

All Team Members must refrain from any form of conduct, including using bad language that may cause offence, intimidation or embarrassment to Service Users, Team Members, Cabonne Council Members or members of the Public. Discrimination and harassment will not be tolerated under any circumstances.

It is the responsibility of every Team Member to:

- not participate in discriminatory or harassing behaviour within the workplace;
- Offer support to anyone who is being harassed and let them know where they can get help and advice (they should not, however, approach the harasser themselves); and
- Maintain complete confidentiality if they provide information during the investigation of a complaint. Team Members should be warned that spreading gossip or rumours may expose them to a defamation action.

Sexual harassment is any unwanted or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.

Specific examples of sexual harassment may include: uninvited touching; uninvited kisses or embraces; smutty jokes or comments; making promises or threats in return for sexual favours; displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas; repeated invitations to go out after prior refusal; "flashing" or sexual gestures; sex-based insults, taunts, teasing or name calling; staring or leering at a person or at parts of their body; unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them; touching or fiddling with a person's clothing including lifting up skirts or shirts, flicking bra straps, or putting hands in a person's pocket; requests for sex; sexually explicit conversation; persistent questions or insinuations about a person's private life; offensive phone calls or letters; stalking; and offensive e-mail messages or computer screen savers.

Sexual harassment is unlawful in any work-related context, including conferences, work functions, office Christmas parties and business or field trips and includes interactions with Service Users.

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Not give advice to Service Users.

It is not the role of the Service to provide advice to Service Users. If you are asked for advice please tell the Service User that you cannot give advice and as what may be right for you may not be right for them.

Not alienate Service Users from their family.

It is important to remember "there are two sides to every story" and the Service does not engage in family disputes or attempt to alienate Service Users from their families.

Misconduct

Misconduct may result in suspension and/or instant dismissal of a Team Member. Misconduct includes, but is not limited to:

Theft of property or funds from the Service.

This includes any equipment, stationary, food, petty cash, falsely claiming reimbursement and/or overtime/travel etc., and all other goods and property owned by the Service

Wilful damage of project property.

This includes the neglecting of general maintenance of equipment and/or any damage purposefully done to any of the Services property and/or equipment

Intoxication through alcohol or other substances during working hours.

This includes any Service User functions (e.g. Christmas Parties etc.) where Team Members are responsible for Service User care or while transporting Service Users.

Verbal or physical harassment of any other Team Member or Service User, particularly in respect of race, sex or religion.

The above will not be tolerated by the organisation under any circumstances. It should be noted that harassment is defined by the person being harassed not the person inflicting the harassment. Ensure your behaviour cannot be construed as harassment at any time.

The use of unprofessional speech such as swearing or bad language.

It is the duty of all Team Members to always act in a professional manner and this includes speaking politely to all.

The disclosure of confidential information in respect to the organisation to any other party without prior permission.

Disclosure of confidential information is also a **crime** under the Privacy Legislation. This includes discussing a Service User in anyway where other people may over hear. (e.g. telling another Service User or volunteer that a Service User is in hospital is a breach of privacy unless that Service User has expressly given permission for that other Service User or volunteer to be told)

Disclosure may include both verbal and written communication (including social media such as face book, text messaging and twitter)

The disclosure of information concerning the Service Users of the organisation other than the information that is necessary to assist Service Users and to ensure their safety.

Same as above. Information released to ensure a Service Users safety may be medical information given to ambulance/medical personnel.

Failure to comply with the Code of Behaviour and Confidentiality Procedure and the corresponding Agreement.

This is the Code of Behaviour and Confidentiality Procedure. You will sign a copy of the Code of Behaviour and Confidentiality Agreement.

Falsification of any organisation records for personal gain or on behalf of any other Team Member/Service User.

This includes, but is not limited to, falsification of time sheets, leave records, and travel reimbursement sheets.

Failure to abide by the above rules they may result in termination of employment, volunteer agreement.

Documents to be completed and/or related to this procedure

- DOC 1.03-3-1 Code of Behaviour and Confidentiality Agreement

Corresponding Policy

- POL 1.03 Quality Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -4

Code of Behaviour & Confidentiality Agreement

Expected Outcome

The Service stakeholders will be aware of the way information gathering and Technology systems are used to ensure efficiency, privacy and accountability within the Service.

Training Requirements

Anyone using information or technology systems.

Procedure

Privacy

The Service is committed to ensuring that details about Service Users and Team Members are kept confidential, and only disclosed with the persons' permission. This procedure is aligned to the Principles of the National Privacy Act 2000. The purpose of this procedure is to

give information regarding the various aspects of service delivery where privacy and confidentiality are essential. Specific procedures regarding each topic are detailed in other parts of this Policy and Procedure Manual.

The following aspects of service provision are considered to require consideration of Privacy and Confidentiality.

Assessment Process / Referral Procedures

Refer principle 1 of National Privacy Act 2000 – Collection

The assessment/intake and review will be between the Coordinator and the Service User and with the Service User's consent or the consent of his / her legal guardian or advocate only. The Coordinator will note any particular privacy requirements of the Service User e.g. for a particular family member not to be present.

File notes will be kept of Service Users' contact which involves:

- Assessment/Intake;
- Review;
- Change in Care Plan;
- Change in circumstances of the Service Users;
- Complaints;
- Reports / information from other agencies; or
- Requests from the Service Users for any change in service.

Hard Copy Filing System

The use and storage of all hard copy files will be kept in accordance with the Work Instructions Filing System.

Computer System

Computer Systems used by the Service are for service business only. Team Members found using computer systems for personal use will be disciplined.

Security: All computers will be password protected to ensure confidentiality of documents.

Computer Backup: Computer systems will be regularly backed up, according to Work Instruction Computer System, to manage the risk of loss of information through computer system failure.

Policy and Procedure: The electronic copies of Policies and Procedures for the organisation are locked and can only be changed by the Administration Officer. Each time a Policy and Procedure is changed the Administration Officer will advise the Coordinator via email.

Sending Information Electronically: Personal information will only be emailed if the receiving agency can ensure the security of the information provided. All emails sent by the Service will have the following security statement

"This message (including any attachments) is intended solely for the addressee named and may contain confidential and or privileged information. If you are not the intended recipient, please delete it and notify the sender. Views expressed in this message are those of the individual sender. You should only re-transmit, distribute or use the material for commercial purposes if you are authorised to do so."

Telephone Systems

The Service utilises an internal office telephone system and mobile telephones for Team Members outside the office. Telephone systems will be used according to the Work Instructions Telephone System.

Policy and Procedure Manuals

The hard copy of the Policy and Procedure Manuals are kept at Coordinator's workspace.

Corresponding Policy

- POL 1.03 Quality Management

Relevant Standards

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -5

Monitoring Compliance

Expected Outcome

The Service Stakeholders will be aware of how the Service monitors compliance with all relevant regulations, legislation and guidelines.

Training Requirements

Manager and Council Members.

Procedure

Monitoring Legislative / Regulatory Compliance

The Coordinator will ensure knowledge of relevant regulations, legislation and guidelines impacting upon service management and provision. The Coordinator will gain knowledge and information regarding any changes/amendments from:

- Service provider peak bodies eg. Community Transport Organisation;
- Industry peak bodies eg. Community Care Industry Council, Aged and Community Services Association;
- Funding Body;
- Local and state wide networks eg. Local aged and disability forums;
- Internet links to relevant regulations, legislation and guidelines;
- Memberships to other relevant Industry bodies.

The Coordinator will ensure that any changes / amendments are investigated to identify if any changes are required to existing Policy, Procedure and Practice to ensure continue compliance.

Monitoring Compliance with Funding Agreements

Each funding agreement held with the Service will have its own compliance requirements. The requirements of each funding agreement are detailed in the Funding Agreement Compliance Checklist. This checklist will be completed and updated each time a funding agreement is signed to ensure continued compliance.

Monitoring Compliance with Service Systems

Regular Systems and Compliance Audits will be conducted according to the Procedure for Work Health and Safety Monitoring & Evaluation.

Changes in Policy and Procedure

Should monitoring compliance highlight the need for amendments to existing Policy and Procedure or the development of new Policy and Procedure the continuous improvement procedure will be applied.

Documents to be completed and / or related to this procedure

- DOC 1.03-6-1 Funding Agreement Compliance Checklist
- DOC 1.03-6-2 Legislation/Regulation/Guidelines - Organisational Management
- DOC 1.03-6-3 Legislation/Regulation/Guidelines - Team Management
- DOC 1.03-6-4 Legislation/Regulation/Guidelines - Service Delivery
- DOC 1.03-6-5 Legislation/Regulation/Guidelines - Work Health & Safety
- DOC 1.03-6-6 Legislation/Regulation/Guidelines - Vehicle Management

Corresponding Policy

- POL 1.03 Quality Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.03 -6 Internet & Email

Expected Outcome

Stakeholders will be aware of the accepted use of Electronic mail (e-mail) and Internet sites.

Who should be trained regarding this procedure?

All team members

Procedure

The computers and computer network facilities installed at the Service, as well as the access facilities to e-mail and the Internet, are primarily for business purposes. The usage of these facilities therefore must reflect and be consistent with that purpose.

Legalities

For legal purposes e-mail has the same standing in court as paper documents. The Service can be involved in litigation and relevant records relating to use and activities in relation to e-mail, Internet and Intranet are “discoverable” by way of court order or subpoena. These include matters affecting legal proceedings, affecting personal affairs of team members,

Service Users, or third parties as well as any relating to research, or other communications even if communicated in confidence.

Ownership of E-mail Addresses

E-mail residing on or transmitted across a system is the property of the organisation that owns the system. All electronic files are therefore the property of the Service and e-mail users should act on the basis that they can be and where necessary will be held accountable for every message issued from their machine, or authorised or issued on their behalf.

Monitoring

Cabonne Council reserves the right to monitor any and/or all Internet related activity undertaken by the Team members or Service Users, using the Service infrastructure.

Other activity, which may be defined as 'cyberloafing', that is the use of the organisation facilities and misuse of work time through accessing non related work sites is **not permitted**. In particular accessing sites that may be loosely defined as 'pornographic' is not an approved activity, and downloading from such sites is an abuse of the facilities provided.

Conduct Requirements

The Team members should abide by all of the following specific conduct requirements in their use of the Internet and Intranet, e-mail and other electronic communication devices. The Team members should not purposely, in or by their use of the Service Internet/Intranet access and resources:

- Violate any State, Commonwealth or International law, or State or Commonwealth regulation, or fail to comply with the Service policies or procedures.
- Violate generally accepted social standards, including etiquette, for the use of a publicly owned and operated communication vehicle.
- Conduct any business or activity for commercial purposes or financial gain, including publishing material that contains any advertising or any solicitation of other network users or discussion group or list members to use goods or services.
- Transmit or cause to be transmitted communications that may be construed as harassment or disparagement of others based on the criteria of the anti-discrimination legislation, defamation legislation and the Service policy.
- Download information or software from the Internet or Intranet for the purpose of providing to an unauthorised third party (e.g. games).
- Send via external e-mail or otherwise compromise proprietary, commercial-in-confidence, or sensitive information.
- Violate the Service or third party copyright, license agreements or other contracts.
- Seek to gain unauthorised access to any resources within or outside of the Service.
- Disrupt or interfere with the intended use of the Service Intranet and/or the global Internet and/or resources.
- Without authority destroy, alter, dismantle, disfigure, prevent rightful access to or otherwise interfere with the integrity of computer-based information and/or information resources, including, but not limited to, uploading or creating computer viruses.
- Waste resources whether of peoples' time, or the capacity of the system or the equipment.

- Post to a discussion group or other public forum personal communications without the author's consent.

Privacy and Security

System security is the individual and collective responsibility of all team members. Team members who suspect a security problem on the Internet or Intranet should:

- Immediately notify the Coordinator;
- Not demonstrate the problem to others.

Team members who suspect their account has been tampered with should;

- Immediately change their password;
- Contact the Manager with specific details.

Privacy

Electronic mail is not a secure medium, and even more so with e-mail sent via the Internet. Electronic mail is a Service resource and is provided as a Service tool. Team members with a legitimate purpose may have the need to view a team member's e-mail messages. Others may view e-mail messages inadvertently, since there is no guarantee of privacy for an electronic mail message. E-mail, along with other parts of the system, is regularly backed up and can therefore be preserved for some period of time on back-up tapes.

Confidentiality

Team members/Contractors who, in the course of their work, have access to records, files, or data belonging to or about others including team members shall take precautions to avoid invading the privacy of individuals without their knowledge. These people must not divulge or disclose such information to others, unless required by the Service policy or State or Commonwealth law, and if required to disclose information must comply with the relevant guidelines in place relating to disclosure.

Personal Security

Team members should not reveal personal addresses or phone numbers, or personal addresses or phone numbers of other team members or Service Users in any e-mail communication.

Internet Relay Chat

Team members should not participate in Internet Relay Chat groups or sessions unless such session has been specifically set up to facilitate the communication between participants in a project or working group authorised by the Service.

Spam Mail

Spam is a term used to describe unwanted, unsolicited e-mail sent to your Mail Box. Spam e-mails may contain anything from things for sale, pornography, information about 'get rich quick' schemes, chain letters, and hoax alerts. Spam mails may contain attachments with viruses, which can damage your computer files and the Service network files.

Flamemail

Is the use of e-mail to transmit offensive, insulting, harassing messages to other team members or persons inside/outside the workplace.

Harassment

Team members and Service Users must not transmit, or cause to be transmitted, communications (whether in the form of text, picture or other data) that may be construed as harassment or disparagement of others based on the criteria of the anti-discrimination legislation and the Service policy. Team members are reminded that this includes harassment or discriminatory behaviour based on age, gender, race, sexuality or disability.

Team members should ensure that materials published on the Internet never compromise the safety and privacy of Service Users, students or team members. Personal and private information about Service Users, team members or students, such as home telephone numbers or addresses, or private e-mail addresses should never be published.

Documents to be completed and/or related to this procedure

Nil

Corresponding Policy

- POL 1.03 Quality Management

Related Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 6. Service Management

POLICY 1.04 Team Management

Policy Statement

Cabonne Community Transport believes to achieve the best possible outcomes for Service Users, Team Members must be managed effectively to encourage a high work ethic, a culture of continuous improvement and risk management.

Policy

The Service has a strong commitment to effective Team Management that:

- Is fair and equitable;
- Acknowledges the contribution of Team Members to the outcomes achieved by the organisation;
- Encourages and supports Team Members development;
- Fosters a culture of continuous improvement, accountability and responsibility; and
- Is committed to safe work practices and risk minimisation.

All Team Management Policies and Procedures are detailed in Section 2 of the Policy and Procedure Manual.

Related Procedures

- PRO 1.02-1 Responsibility and Role of Governance Body
- All procedures in Section 2 Team Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 1.04

Responsibility of Cabonne Council

Expected Outcome

The Service Stakeholders will be aware of the responsibility and individual roles of the Cabonne Council.

Training Requirements

Cabonne Council Members

Procedure

Fiduciary Duty

Cabonne Council have a fiduciary duty, which is a duty to act in the organisations and its' members best interests, in every aspect of the organisation and in every transaction that the organisation enters into.

Cabonne Council will ensure constitutional and legal obligations are met by:

- Ensuring the organisation is appropriately incorporated and the constitution has clear purposes;
- Ensuring the constitution of the organisation is regularly reviewed and updated when necessary;
- Ensuring all potential Conflicts of Interest are identified by all Team Members of the Service;
- Ensuring the organisation is non-discriminatory;
- Operating in line all relevant Federal, State and Local Government laws, regulations, legislation, Community Care Common Standards, Disability Service Standards and Funding Agreements;
- Shall ensure that the requirements under the Traffic Act and other relevant regulations are adhered to, including:
    - Driver hours regulations;
    - Vehicle monitoring device requirements;
    - Vehicle registration regulations;
    - Comprehensive third party insurance requirements; and
    - Regulations concerning the fitting and use of safety equipment

- Ensuring insurance is current and appropriate;
- Ensuring all legal requirements with regard to employment, including Tax, Superannuation and Workers compensation, are carried out;
- Ensures Cabonne Council Members have the benefit of orientation and relevant training;

To ensure Quality Services to Service Users by:

- Providing strong leadership by:
  - Leading by example showing a visible commitment to continuous improvement and risk management;
  - Ensuring clearly defined accountability and reporting lines regarding all aspects of service;
  - Maintaining a high level of awareness of current best practice methods and innovation in the sector;
  - Recognising and responding quickly to concerns of Service Users, Team Members and the public;
  - Having clear organisational goals;
  - Operating according to Policies and Procedures that reflect requirements of relevant Standards, Legislation and Guidelines;
  - Ensuring all Team Members abide by the Code of Behaviour and Confidentiality Agreement;
  - Monitoring the performance of the Governance Body, the Governance Body will undertake an annual Governance Body Performance Appraisal;
  - Updating and using the Delegation of Authority Chart to ensure continuity in decision making; and
  - Ensuring regular Governance Body appraisals are conducted and development plans implemented.
- Monitoring, evaluation and strategic planning processes that include stakeholder input, examination of relevant demographics and strategies to improve service and independence of Service Users
- Effectively and responsibly managing risk by:
  - Demonstrating due diligence, which is to act with care and in the best interests of the organisation and by taking all reasonable steps to prevent a reasonably foreseeable loss or injury occurring;
  - Encouraging a culture of risk identification and management;
  - Ensuring that management of risk is an integral part of the philosophy of the organisation;
  - Developing and implementing effective systems to manage and disseminate information on risk management performance and effectiveness;
  - Including risk management in the measurement of Team Member performance; and
  - Development of comprehensive contingency and emergency plans to ensure prompt response to any harmful or dangerous incident or situation.
- Ensuring a fair and transparent recruitment process and to provide support and development opportunities for Team Members by:

- Ensuring the best possible Team Members are employed by the organisation;
- Ensuring Team Members are recruited in line with Equal Employment Opportunity principles;
- Ensuring all Team Members abide by the Policies and Procedures of the Organisation;
- Ensuring compliance with Work Health and Safety Legislation providing safe working conditions for Team Members;
- Ensuring compliance with relevant Awards and Awards are available to all Team Members;
- Ensuring all Team Members have job descriptions and clear lines of accountability;
- Ensuring Team Members are supported to continuously develop their skills, by access to appropriate training, to the benefit of the organisation; and
- Ensuring regular Team Member performance appraisals are conducted and development plans implemented.

- Ensuring sound financial management of the organisation to ensure the longer term financial viability and growth by:
  - Ensuring each Governance Body member understands and can read the financial reports of the organisation;
  - Ensuring budget development takes into account previous years expenditure and income, trends in expenditure and income and expected expenditure and income;
  - Having an approved budget, prior to the commencement of the financial year, that is monitored, at least quarterly, to ensure expenditure is within the budget;
  - Ensuring financial reporting includes:
    - Budget and actual expenditure and income for the period;
    - Budget and actual expenditure and income for the year to date; and
    - Highlighting any variances in above and relevant explanatory notes.
  - Ensuring the development of specific project budgets as appropriate to monitor service development, innovation activities;
  - Ensuring the cost of implementing Strategic Planning is included in the expected expenditure of the Service;
  - Ensuring that the accounts align with reporting requirements under Funding Agreements and relevant legislation;
  - Ensuring funds are properly accounted for and an audit is completed every year;
  - Ensuring financial records are maintained in a manner as specified by the auditor; and
  - Ensuring budget acquittal takes place in the prescribed manner.
- Ensuring recognition of the Traditional Owners of the land in which the Service operates by:
  - Acknowledging the Traditional Owners of the land at all public events conducted by the Service;
  - Inviting a representative from the host Local Aboriginal Land Council to welcome the visitors. If no representative is available, the Service nonetheless acknowledges the Traditional Owners of the land and pays respect to Elders past and present; and

- Ensuring that Governance Body and Team Members understand it is their responsibility to ensure the traditional owners of the land are acknowledged.

Documents to be completed and / or related to this procedure

- DOC 1.01-1-1 Constitution Coversheet
- DOC 1.02-1-2 Membership Register
- DOC 1.02-3-1 Delegation of Authority Chart
- DOC 1.02-4-2 Conflicts of Interest Register
- DOC 1.02-5-1 Annual General Meeting Agenda Template
- DOC 1.02-5-3 Minutes Template

Corresponding Policy

- POL 1.02 Management of Service

Relevant Standards

Community Care Common Standards

- 8. Organisational Governance

Disability Service Standards

6. Service Management

Section 2 – Team Management

POLICY 2.01

Team Member Development & Education

Policy Statement

Cabonne Community Transport is committed to being a quality provider of services and an employer of choice. Integral to achieving this is a system of Team Member development and education that meets the current and future needs of the Service and its Service Users, and leads to increased job satisfaction, productivity gains and efficiency in service delivery.

Policy

All Team Members, including Volunteers, will receive in house training appropriate to their position. By providing opportunities for Team Member development and encouraging the expansion of knowledge and skills the Service believes that the improved abilities of its Team Members will be reflected in continuing improvements to services.

Development, education and training are tied into the performance appraisal and supervision process.

Cabonne Community Transport will ensure that all Team Members:

- Have access to quality training that equips Team Members with essential skills and knowledge to competently perform their duties;
- Have access to professional development opportunities that will benefit the Team Member and the organisation and promote career progression; and
- Are encouraged and supported with tertiary study or further education.

Training, education and professional development needs may be identified by any of the following:

- orientation processes;
- the changing needs of Service Users;
- outcomes of continuous improvement activities;
- supervision and/or performance appraisals;
- changes in the community sector;
- changes in funding body requirements; and
- additional responsibilities requiring new skills.

Related Procedures

- PRO 2.02-1 Volunteers
- PRO 2.04-1 Team Member Management & Accountability
- PRO 2.04-3 Team Member Supervision and Support

- PRO 2.04-5 Team Member Performance Dispute and Grievance

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.01-1 Team Member Orientation

Expected Outcome

Cabonne Community Transport stakeholders will be aware of the orientation process undertaken when any new Team Member or volunteer joins the organisation.

Training Requirements

All Team Members

Procedure

When a new Team Member is appointed to the Service the relevant Employment or Volunteer Checklist is completed and a handover is arranged with the previous occupant of the position, if possible.

The following Orientation Handbooks will be maintained by the Coordinator:

- Organisational Handbook
- Team Member Orientation Handbook
- Team Member Orientation Workbook
- Keeping Safe at Work Handbook

The Organisational Handbook will be given to all new Team Members and Volunteers together with other relevant Handbooks. The Orientation Handbooks will include but are not limited to:

- Agency names, address, phone and fax numbers.
- Agency purpose, philosophy and objectives.
- Management model.
- Organisation chart.
- Team Members roles, rights and responsibilities.
- Pay day and method of payment (if relevant).
- Important meetings (e.g. Team Member meetings).
- Code of behaviour & Confidentiality Agreement.
- Work Health and Safety information.
- Dates to remember.
- Information on the function of and location of the Policy and Practice Manual.

Documents to be completed and/or related to this procedure

- DOC 2.01-1-1 Organisational Handbook
- DOC 2.01-1-2 Team Members Orientation Handbook
- DOC 2.01-1-3 Team Members Orientation Workbook
- DOC 2.02-1-2 Volunteer Checklist

Corresponding Policy

- POL 2.031 Team Member Development and Education

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 8. Service Management

PROCEDURE 2.01 -2

Team Member Development & Education

Expected Outcome

All Team Members, including Volunteers will understand that the Service has a commitment to maximising the potential of each Team Member through an ongoing process of developing new skills, abilities and knowledge.

Training Requirements

All Team Members

Procedure

Training needs of Team Members will be discussed with the Coordinator on recruitment and at relevant times.

The Coordinator is responsible for ensuring that the basic training needs of Team Members are met. This may be through:

- The provision of relevant orientation handbooks and/or procedures manual;
- Referral to an external training course;
- The provision of 'in-house' training sessions or on the job training; and

- Mentoring and peer support from existing Team Members who have appropriate skills.

Basic training for Team Members will ensure that:

- All new Team Members have induction training through an orientation session including:
    - The Organisational Handbook;
    - Team Member Orientation Handbook;
    - Keeping Safe at Work Handbook;
    - The legal responsibilities associated with their work; and
    - The needs of the Service User group.
- Team Members will also receive ongoing training on the content and use of this Policy and Procedure Manual.

The Service will support its Team Members in development, education and training activities, which are relevant to, and will benefit the organisation.

The Training Matrix has been developed to ensure all Team Members undergo appropriate training to their positions.

Support may include:

- Attendance for up to six days per year for workshops, seminars and conferences run by the Service or other agencies;
- Flexibility of working hours to participate in an accredited course of study part-time or externally at a recognised educational institution; and
- Purchasing resources such as videos and research literature.

Team Members will report back to their Supervisor, within 7 working days, on Team Member Training Report about any training activities that they have attended and the value of the activity to their work.

Any Team Members wishing to participate in development opportunities must, unless otherwise agreed, discuss these with their Supervisor at least fourteen (14) days prior to the activity to allow for the rostering of a person's immediate work.

Training will be entered on the relevant Team Member Training Register and the Annual Summary of Training Provided.

Any in house training will have an In House Training Attendance Register completed.

Steps	Action/Evidence	Who does it	When
1	Team Member Organisational Orientation conducted	Coordinator and Team Member	On appointment
2	Ongoing Training needs discussed and identified	Team Member and Supervisor	On Appointment, at Supervision and/or at Performance Appraisal.
3	Training organised as per Training Matrix	Coordinator and Human Resources	As Appropriate
4	Team Member attends training	Team Member	As Appropriate
5	Team Member submits Training Report	Team Member	Within 1 week of attendance
6	Training entered on Team Member Training Register and the Annual Summary of Training Provided	Administration Staff	Regularly

Documents to be completed and/or related to this procedure

- DOC 2.01-1-1 Organisational Handbook
- DOC 2.01-1-2 Team Member Orientation Handbook
- DOC 2.01-2-1 Team Member Training Register
- DOC 2.01-2-2 Team Member Training Report
- DOC 2.01-2-3 In House Training Attendance Register
- DOC 2.01-2-4 Training Matrix
- DOC 2.01-2-5 Annual Summary of Training Provided

Corresponding Policy

- POL 2.01 Team Member Development and Education

Relevant Standard

Community Care Common Standards

- 7. Human Resources

Disability Service Standards

- 6. Service Management

POLICY 2.02 Volunteers

Policy Statement

Cabonne Community Transport acknowledges the valuable contribution made by Volunteers in meeting the organisations goals. The Service believes that the use of Volunteers facilitates:

- Greater Community participation in the Service;
- The ability to provide more comprehensive range of services;
- The opportunity for people to develop new skills; and
- An opportunity for Service Users to have a greater connection to the community through the contact with Volunteers.

Policy

- All Team Members, including Volunteers participate actively in meeting organisational goals, keeping in mind the need to involve those best suited to respond within a particular situation, at a particular time.
- A climate of mutual trust, recognition and support for and between all Team Members will be fostered at all times.
- Team Members will be monitored in an effort to ensure they receive satisfaction from their efforts and to avoid exploitation or an inappropriate transfer of duties.
- In the event of an industrial dispute, Volunteers will not be expected to undertake work normally undertaken by paid Team Members, except by agreement between all parties

involved (management, paid Team Members involved in the dispute, their representatives and Volunteers).

- Volunteers will be allowed sufficient time and given proper recognition and training to enable them to adequately carry out their responsibilities.
- All legislation in relation to health and safety, industrial matters, privacy and equal opportunity will be observed for Volunteers as it is for paid Team Members.
- Volunteers will be expected to make realistic commitments, in terms of both time and areas of involvement and the organisation will expect these commitments to be fulfilled.
- Any dissatisfaction with performance levels of Volunteers will be addressed by the Team Member Performance Dispute and Grievance Procedure. A change in role, or withdrawal of the offer of Volunteer work, will be considered only after the Volunteer has been provided with support and the opportunity to improve performance to the required level.
- Volunteers will not be utilised to replace paid Team Members.
- All Volunteers will have a criminal record check. Those Volunteers working unsupervised with Service Users will undertake a criminal record check every three years. Volunteers who may work with children will complete a Prohibited Employment Declaration under the Child Protection Act following an offer to provide Volunteer services.
- The Service will establish and maintain relevant details of Volunteers.
- Volunteers will be provided with job descriptions, orientation, supervision, training and education appropriate to their role, including fire safety and evacuation, work health and safety and continuous improvement processes.
- Volunteers will be reimbursed for all reasonable and approved "out of pocket" expenses.
- Volunteers are covered for insurance under the Services insurance policies.
- Volunteers will be made aware of their rights and responsibilities.
- Volunteers will be offered an Exit Interview and provided with a Letter of Release.

Related Procedures

- PRO 2.01-1 Team Member Orientation
- PRO 2.01-2 Team Member Development and Education
- PRO 2.02-1 Volunteers
- PRO 2.04-3 Team Member Supervision and Support
- PRO 2.04-5 Team Member Performance Dispute and Grievance

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.02-1 Volunteers

Expected Outcome

Stakeholders will be aware of the Volunteer recruitment process and the support given to Volunteers within the organisation.

Training Requirements

All Team Members

Procedure

Requests for Volunteers will be widely advertised in the region and amongst the cultural groups of the Service Users as required. Volunteer recruitment may include:

- advertising/promoting Volunteering through word of mouth;
- advertisements placed in shop windows, news sheets, community notice boards, letter box drops;
- expo's; and
- many other methods.

Volunteers will not be used to replace paid Team Members in the Service. The following roles are currently available for Volunteers:

- Car drivers

Volunteer Applications

Prospective Volunteers will be required to complete a Volunteer Application Form and be interviewed. The Coordinator will conduct the interview with the Volunteer, which will cover the following areas:

- Name, address, telephone number;
- Other languages;
- Health record (in case of emergency);
- Current driver's licence, insurance and vehicle registration if Volunteer driver;
- Size of vehicle and number of doors;
- Times available;

- Commitment;
- Explain reimbursement for expenses; and
- Police clearance (every 3 years for unsupervised Volunteers) and
- Working with children check – only if working with children is required for specific roles. CCT does not transport children under the age of 16 without a carer or guardian.

The Coordinator will conduct police checks and inform the Volunteer as soon as possible of the outcome. If the Volunteer's application is rejected they will be given the reasons why. If the application is accepted the Volunteer will be given a copy of the Volunteer Agreement, the relevant Job Description, Organisational and Team Member Orientation Handbook. If there are questions about the application the final decision will be made with the support of the Community Services Manager.

Police and Working with Children Checks

Volunteer police checks will be included in the Police Check Register and be reviewed every 3 years when Volunteers are working unsupervised. Working with Children Checks will be renewed every 5 years.

Running sheets

Volunteers will complete Running sheets detailing volunteer starting and completion times and kilometres travelled. Running sheets are left in the service vehicles and sent to the office at the end of the week and volunteers utilising their own vehicles will send theirs in at the end of the month.

Medical Assessments

All Drivers for Cabonne Community Transport will require to have a Medical Assessment before commencing work with the service with the outcomes stating the Volunteer is compliant to drive for our service. This Assessment is will be conducted every three years.

Reimbursement

Volunteers will be reimbursed for out-of-pocket expenses incurred during the course of their duties. For Volunteers using their own vehicles, vehicle expenses will be reimbursed per KM rate.

Insurance

The Service provides accident insurance cover for Volunteers who drive the service vehicles. For volunteers who drive their own vehicles must have their own insurance and proof of this supplied to the coordinator.

Supervision, Support and Training

- Three monthly Volunteer meetings will take place at a different town.
- Volunteers may approach the coordinator at any time to discuss an issue.
- Volunteers will receive the training needed to successfully undertake their work.

Sufficient time will be allowed for the Volunteer to read orientation information and ask questions before signing the Agreement and the Coordinator completing the Volunteer

Checklist.

Volunteers will be matched with appropriate Service Users where possible taking into account the Service User preferences and needs.

Volunteers Register

The Service will establish and maintain a Volunteers Register of relevant details of Volunteers including:

- name;
- address and telephone number;
- emergency contacts;
- date of birth;
- date joined the Service;
- availability; and
- languages spoken;

A Team Member's Drivers Register will detail:

- Registration Number and expiry date;
- Licence number, class and expiry date;
- Registered drivers name and residential address;
- Description of vehicle;
- All relevant third party and comprehensive insurance including:
    - Insurance company; and
    - Policy numbers and expiry dates.

Licence/Registration of Vehicle

All drivers will be required to make available for viewing by the Service on an annual basis the following:

- Licence;
- Vehicle registration papers; and
- Third party and comprehensive insurance papers.

Rights and Responsibilities

Volunteers will be made aware of their rights to:

- information about the organisation;
- a clearly written description of activities to be undertaken;
- know to whom they are accountable;
- be recognised as a valued team member;
- be supported and supervised in their role;

- say 'no' if they feel they are being exploited;
- be informed and consulted on matters which directly or indirectly affect them and their work; and
- receive feedback on their performance.

Volunteers will also be made aware of their responsibilities:

- To be dependable
- To be willing to learn
- To attend training
- To be patient
- To keep confidence
- To have an open mind

Team Member Exit Interviews

Whenever a Team Member leaves the organisation they will be asked if they would like to participate in an Exit Interview to give feedback regarding their time with the organisation and any suggestions for improving Volunteer procedures.

Team Member Release

Whenever a Team Member leaves the organisation they will be sent a letter of release. This letter will:

- Thank them for their commitment to the Service
- That they must not use any information gained during their work as a Team Member to the detriment of any Service Users, other Team Members or the organisation
- Release the Service from any liability for any future actions undertaken by them.

Steps	Action/Evidence	Who does it	When
1	Various forms of Volunteer Recruitment promotion will be developed	Co-ordinator	When necessary
2	Volunteer Recruitment will be conducted	Co-ordinator	When necessary
3	Volunteer Application Form completed	Prospective Volunteer	When interest shown
4	Volunteer Interview Conducted	Co-ordinator	As soon as possible after completion of application form
5	Reference and police check conducted	Co-ordinator	As soon as possible after interview
6	Volunteer informed of Coordinators decision	Coordinator	As soon as possible after checks conducted
7	Volunteer Details entered on computer Volunteer Register	Coordinator	When Accepted
8	Volunteer Agreement Signed	Volunteer	When notified of acceptance
9	Volunteer given Job Description, Organisational Orientation Handbook, Team Member Orientation Handbook/ Workbook	Coordinator	When Agreement signed
10	Volunteer Checklist Completed	Coordinator	After Volunteer signs agreement
11	Volunteer matched	Coordinator	As appropriate
12	Volunteers Team Member Training Register updated	Coordinator	As appropriate
13	Exit Interview	Coordinator	When the Volunteer leaves the organisation
14	Send Letter of Release	Coordinator	When the Volunteer leaves the organisation

Documents to be completed and/or related to this procedure

- DOC 2.02-1-16 Police Check Register

- DOC 2.02-1-8 Team Members Drivers Register
- DOC 2.02 -1-1 Volunteer Application
- DOC 2.02-1-2 Volunteer Checklist
- DOC 2.02-1-3 Volunteer Agreement
- DOC 2-02-1-4 Volunteer Register
- DOC 2.02-1-5 Volunteer Monthly Record
- DOC 2.04-3-1 Team Member Supervision Record
- DOC 2.04-6-1 Team Member Exit Interview
- DOC 2.04-6-3 Letter of Release

Corresponding Policy

- POL 2.04 Volunteers

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Management

Disability Service Standards

- 6. Service Management

PROCEDURE 2.02 -2 Uniforms and Identification

Expected Outcome

The Service Stakeholders will be aware of the uniform provided by the Service and the expectation that all Team Members will wear uniforms and identification.

Training Requirements

Team Members

Procedure

Cabonne Community Transport expects all Team Members to present themselves in a professional manner. Clothes should be kept clean and tidy, hair should be done, men should be shaved or beard kept tidy, those providing direct services must wear closed in shoes.

Drivers (paid and unpaid) will be provided with:

- 2 Polo Shirts;
- 2 Chambray Shirts;
- 1 Vest.

Uniforms will be inspected and the Coordinator will determine the need for replacement. If uniforms are damaged during the year the Team Member must return the damaged article to the Coordinator and put in a Uniform / Identification Replacement Request for authorisation by the Coordinator.

All Team Members leaving the office and/or providing services MUST wear the identification provided by the Service at all times. It is the Team Member's responsibility to ensure the maintenance and/or replacement of identification. If identification is damaged or lost it must be reported immediately and a Uniform/Identification Replacement Request be completed and given to the Coordinator.

Team members issued with identification and/or uniforms will sign a Uniform/Identification Receipt form at the time of issue which will be filed in the Team Members file.

Documents to be completed and/or related to this procedure

- DOC 2.02-4-1 Uniform/Identification Replacement Request
- DOC 2.02-4-2 Uniform/Identification Receipt Form

Corresponding Policy

- POL 2.02 Recruitment

Relevant Standard

Community Care Common Standards

- 7. Human Resources

Disability Service Standards

- 6. Service Management

POLICY 2.03 Students

Policy Statement

Cabonne Community Transport recognises the education of students is an investment in the social capital of the future. When projects are identified and there is sufficient supervisory Team Members available the Service will participate in the placement of students.

Policy

Students will be invited and accepted into the workplace as the opportunity, resources and time allows.

Students will be engaged for specific projects with identified outcomes that will be negotiated between the Coordinator and their respective tertiary institution.

Students will not be utilised to replace paid Team Members at the Service.

All Student positions will have Job Descriptions, or the equivalent, and be issued with any relevant Orientation Handbooks during their orientation.

Students will be provided with orientation, training and education appropriate to their role, including fire safety and evacuation, work health and safety and continuous improvement processes.

Students will be made aware of their rights & responsibilities.

Related Procedures

- PRO 2.03-1 Students

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.03-1 Students

Expected Outcome

Cabonne Community Transport stakeholders will be aware of the process for utilising students within the organisation

Training Requirements

All Management

Procedure

When engaging students to work within the organisation the Coordinator must:

- Ensure that there is a designated function that is of benefit to the Service and its Service Users that can be performed by the student;
- Ensure that the student's placement officer is involved in development of the Student Agreement regarding learning objectives and outcomes;
- Ensure that the students insurance is adequately provided for by the secondary / tertiary institution; and
- Ensure that supervision is provided to the student as agreed.

In some instances the secondary / tertiary institution may have appropriate documentation, (student agreements etc.) that negate the need for the Service's forms to be used. In these

cases a complete copy of the relevant secondary / tertiary documentation will be copied and kept in the Students file.

The Coordinator will conduct police checks and inform the student as soon as possible of their decision. If the student's application is rejected they will be given the reasons why. If the application is accepted the student will be given a copy of the Student Agreement and relevant Orientation Handbook. If there are questions about the application, the final decision will be made with the support of the Cabonne Council. The Coordinator will complete a Student Checklist.

Sufficient time will be allowed for the student to read the information and ask questions before signing the Agreement.

The student agreement includes:

- name;
- address and telephone number;
- emergency contacts;
- interests and skills; and
- Details of placement.

Students will be made aware of their rights to:

- information about the organisation;
- a clearly written description of activities to be undertaken;
- know to whom they are accountable;
- be recognised as a valued Team Member;
- be supported and supervised in their role;
- say 'no' if they feel they are being exploited;
- be informed and consulted on matters which directly or indirectly affect them and their work; and
- Receive feedback on their performance.

Students will also be made aware of their responsibilities:

- To be dependable;
- To be willing to learn;
- To attend training;
- To be patient;
- To keep confidence; and
- To have an open mind.

Steps	Action/Evidence	Who does it	When
1	Investigation of need for engagement of student	Coordinator	As required
2	Student Application Form completed	Prospective Student and their tertiary placement officer	When interest shown
3	Student Interview Conducted	Coordinator and potential student and tertiary placement officer	As soon as possible after completion of application form
4	Reference and police check conducted	Coordinator	As soon as possible after interview
5	Student informed of Coordinators decision	Coordinator	As soon as possible after checks conducted
6	Student Agreement Signed	Student	When notified of acceptance
7	Student given relevant Orientation Handbooks	Coordinator	When Agreement signed
8	Student Checklist completed	Coordinator	When agreement signed
9	Supervision and reporting undertaken as per Student Agreement and other documentation provided by tertiary institution	Coordinator and student and/or placement officer	As appropriate

Documents to be completed and/or related to this procedure

- DOC 2.03-1-1 Organisational Handbook
- DOC 2.03-1-2 Team Member Orientation Handbook
- DOC 2.05-1-1 Student Agreement
- DOC 2.05-1-2 Student Checklist
- DOC 2.05-1-3 Student Application

Corresponding Policy

- POL 2.05 Students

Relevant Standard

Community Care Common Standards

- 7. Human Resource Management
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

POLICY 2.04

Accountability & Performance Management

Policy Statement

Cabonne Community Transport is committed to ensuring that all Team Members are aware of the accountability requirements of their positions. The organisation will support the development and growth of Team Members by providing appropriate support, supervision and

guidance to maintain a high standard of work performance and to strive for continuous improvement.

Definitions

Grievance	Any problem that a Team Member has with the management of the organisation, their supervisor and/or other Team Member that has not been resolved and the Team Member wishes to pursue.
Misconduct	Any conduct listed as misconduct in the services Code of Behaviour and Confidentiality Agreement
Performance Dispute	Any dispute the organisation has regarding the Team Member's performance of their duties

Policy

Lines of accountability are listed in each Job Description and on the Organisational Chart. The Service will maintain an effective accountability and performance management system in order to:

- Ensure Team Members understand who they are accountable to for performance of their duties as detailed in the job description;
- Provide accurate, concise and relevant reports to Cabonne Council for consideration;
- Provide opportunities for Team Members to recognise their strengths and to identify areas for personal and professional development;
- Create harmonious and productive work environments;
- Ensure there is effective and open communication between Team Members and management;
- Ensure Team Members behaviour is consistent with the Service's values and are reflective of the Service's Aims & Objectives;
- Establish a fair and objective method of evaluating Team Member performance; and
- Ensure there is a planned system of training, Team Member development and career progression.

Accountability

All Team Members, including volunteers are required to fulfil the requirements of their job as specified in the job description and performance criteria.

The Coordinator is accountable to Cabonne Council and is responsible for the day to day management of the Services as delegated by Cabonne Council. All other Team Members are directly responsible to the Coordinator and/or Supervisor as advised by the Coordinator.

Supervision and Performance Review

All Team Members, including volunteers will be provided with regular supervision as required (formal or informal). This will include an annual performance appraisal.

The Community Services Manager is responsible for providing supervision and support to the Coordinator.

The Coordinator is responsible for providing supervision and support to all other Team Members.

Grievance

Cabonne Community Transport encourages all Team Members to resolve issues informally, directly with those affected. Where this is not possible, the Service will undertake a grievance resolution procedure that is fair, consistent and promotes an open interchange of ideas according to the Team Member Performance Dispute and Grievance Procedure.

Team Member Discipline

Cases of misconduct will be dealt with through a fair and transparent process, using the steps outlined in the Team Member Performance Dispute and Grievance Procedure.

Conducting the disciplinary process in regard to the Coordinator is the responsibility of the Community Services Manager, all other disciplinary processes are the responsibility of Cabonne Council. In the case of final written warnings and/or termination of service Cabonne Council will be informed and approve of the action prior to the action being taken (except in the cases of gross misconduct where immediate suspension pending investigation may be taken without prior approval of the Community Services Manager).

Exit Interviews

All Team Members, including volunteers will be requested to undertaken an Exit Interview when leaving the Service. The Exit Interview will provide the outgoing Team Member with an opportunity to provide feedback that may assist the organisation to continuously improve its Team management and support practices.

Related Procedures

- PRO 2.04 -1 Team Member Management and Accountability
- PRO 2.01-2 Team Member Development and Education

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.04-1

Team Member Management and Accountability

Expected Outcome

Suitably trained Team Members provide a service that operates under the Common Community Care Standards. All Team Members are clear about lines of accountability.

Training Requirements

All Team Members

Procedure

Cabonne Council has delegated responsibility for the day-to-day management of the Service to the Coordinator. This includes responsibility for:

- The recruitment and management of Team Members;
- Service delivery;
- Administration;
- Service promotion and community liaison; and
- Liaison with funding bodies (in partnership with Cabonne Council).

The Coordinator is directly responsible to Cabonne Council.

All other Team Members are required to fulfil the requirements of their job as specified in the job description and performance criteria. All Team Members are engaged by Cabonne Council who will ensure that all supervision is undertaken, however Team Members are directly responsible to The Coordinator.

Documents to be completed and/or related to this procedure

- DOC 2.04-3-1 Team Member Supervision Record
- DOC 2.04-6-1 Team Member Exit Interview
- Relevant Job Descriptions

Corresponding Policy

- POL 2.04 Accountability and Performance Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources

Disability Service Standards

- 6. Service Management

PROCEDURE 2.04-2 Team Member Reporting

Expected Outcome

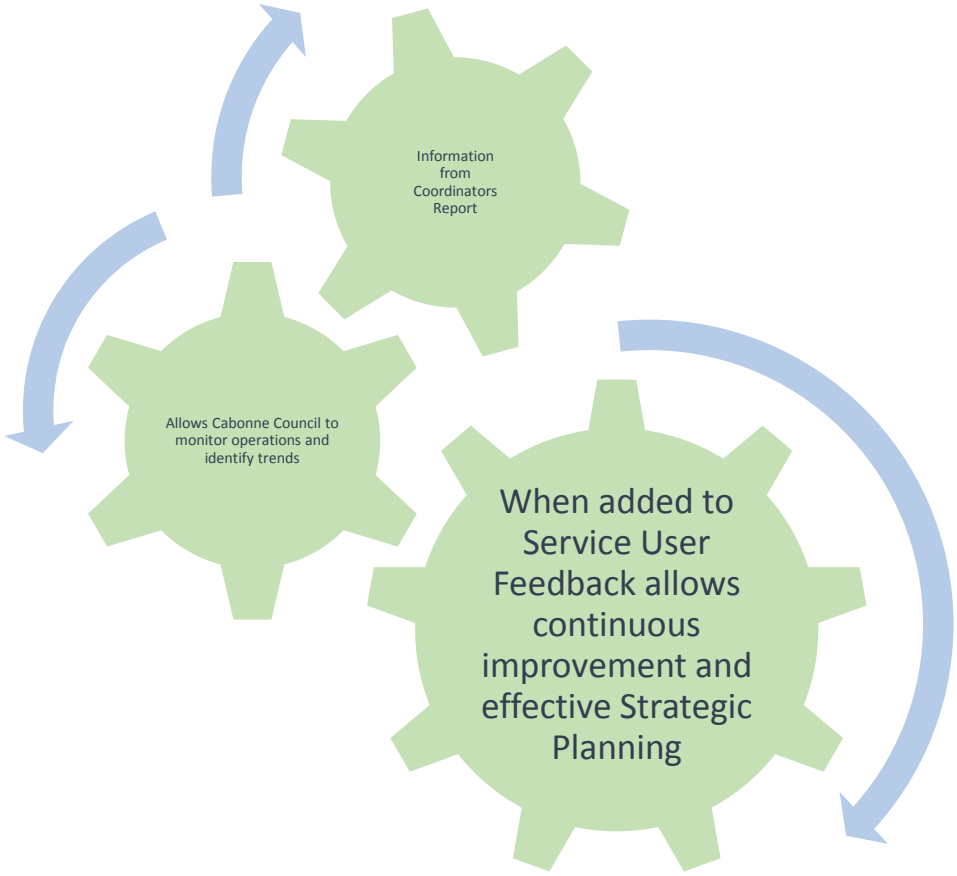
All Team Members will be aware of the reporting procedures relevant to their positions.

Training Requirements

All Team Members

Procedure

It is important for the smooth running of the Service that all Team Members are clear about whom they are responsible to and that there is a procedure for reporting.



The Coordinator will provide quarterly reports to the Community Services Manager on the last Friday of the quarter using the Coordinators Quarterly Report Template containing following information:

- Major Activities in the Last quarter and Outcomes
- Regular meetings attended and Outcomes
- Service Statistics
- Complaints/Suggestions (including attaching Complaints Register)
- Work Health & Safety (including attaching relevant Registers)
- Supervision & Training
- Vehicle Administration
- Policy & Procedure
- Service Promotion
- Highlights and achievements of the team
- Plans for next month
- Unmet need
- Other issues

Service Co-ordinator's report

The Service Co-ordinator shall compile all operational reports and documentation provided by other Team Members and ensure that the Service Co-ordinators report is provided to the Coordinator by the last Friday of the month to allow the Coordinator to prepare the monthly report to the Cabonne Council.

The Service Co-ordinators report will detail:

- Major Activities in the Last month and Outcomes;
- Service Statistics;
- Complaints/Suggestions;
- Work Health & Safety (including information from Injury & Accident/Incident Registers);
- Supervision & Training;
- Vehicle Administration;
- Service Promotion;
- Unmet need; and
- Other issues for Coordinators consideration.

Documents to be completed and/or related to this procedure

- DOC 2.04-2-1 Coordinators Quarterly Report Template
- DOC 3.07-1-4 Compliments, Complaints & Suggestions Register

Corresponding Policy

- POL 2.04 Accountability & Performance Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.04-3

Team Member Supervision and Support

Expected Outcome

The Service stakeholders will be aware of the process undertaken to ensure that Team Members are supervised and supported to perform their duties to the best of their abilities.

Training Requirements

All Team Members

Procedure

Supervision and support are important to ensure that Team Members are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on Team Member development issues noted in other processes.

All Team Members will be provided with regular supervision annually. Team Members should contact their supervisor if issues arise between supervision sessions that need to be dealt with urgently.

The Community Services Manager (or other nominated Cabonne Council member) is responsible for providing supervision and support to the Coordinator. The Community Services Manager will have relevant skills and experience.

The Coordinator is responsible for ensuring supervision and support of all other Team Members, including Volunteers.

Supervision sessions may include the following points:

- Review of performance since last session;
- Debriefing on Service Users;

- Management of Workload;
- Paperwork;
- Personal Goals;
- Leave;
- Family or personal concerns;
- Office Environment;
- Administration;
- Training/Development; and
- Summary of issues to be discussed next session.

Steps	Action/Evidence	Who does it	When
1.	Supervision calendar will be set for each Team Member	Manager Governance Representative for Manager	On an annual basis
2	Supervision session conducted, recorded and entered in Team Member file	Manager Governance Representative for Manager	Every 6 months

Documents to be completed and/or related to this procedure

- DOC 2.06-3-1 Team Member Supervision Record

Corresponding Policy

- POL 2.06 Accountability and Performance Management

Relevant Standard

Community Care Common Standards

1.7 Human Resource Management

Disability Service Standards

6. Service Management

PROCEDURE 2.04-5 Team Member Exit

Expected Outcome

That the exit of a Team Member, including Volunteers, is a smooth process. Valuable information to assist in the continuous improvement of the Service is gained through an Exit Interview.

Training Requirements

All Team Members

Procedure

Exit Interviews are an opportunity to collect constructive and objective information for the organisation:

- to learn reasons for why the person is leaving;
- to encourage transfer of knowledge and experience (gather useful information such as Contact Lists, Network Information e.g. meetings/forums attended, current projects, ideas for future projects, work duties briefing which includes insights, tips and experience);
- to gather useful information regarding organisational working environment, culture, processes, systems, management and development; and
- to gather useful information regarding organisational relationships with Team Member, Service Users, and other stakeholders.

When a Team Member leaves the Organisation, the following procedure applies:

Exit Interview

Arrange an exit interview or termination interview. The exit interview is conducted by the Coordinator or a member of the Cabonne Council and provides useful feedback about the Organisation for use in planning and evaluation.

Helpful advice for Team Members undertaking an exit interview:

- Be calm, fair & objective and as helpful as possible;
- Give constructive feedback; and
- Leave on a positive note.

Helpful advice for Supervisors conducting an exit interview:

Plan for the Exit Interview. Remember the context of why the person is leaving will impact upon the interview. Are they retiring, have they been dismissed, have they been made redundant, are they moving on to progress their career path?

- Determine a suitable time and place;
- Avoid interruptions;

- Be aware of body language and feelings of the interviewee and adjust your approach accordingly;
- Whenever possible conduct the Exit Interview face to face enabling better communication, understanding, interpretation etc.;
- Listen rather than talk;
- Give the Team Member time and space to answer;
- Coax and reassure the interviewee where appropriate;
- Clarify feedback received; and
- Ask open questions – "what/how/why".

When the interview is complete thank the interviewee for their time and feedback and follow up accordingly

After the Interview

- Analyse the results of the interview to:
    - Identify training needs for the position;
    - Improve recruitment, induction & retention of Team Member;
    - Improve outcomes for the positions;
    - Improve interaction of the position with others in the organisation; and
    - Provide input into other continuous improvement processes (e.g. risk management).

Other Exit Tasks

1. (if relevant) Prepare the Team Member termination payout:
    - Calculate ordinary wages due or wages in lieu of notice;
    - Calculate annual leave due to the date of termination. This is paid at the Team Member's current rate of pay;
    - Calculate leave loading in accordance with the employment contract;
    - Check if the Team Member is entitled to pro-rata long service leave;
    - Check if any allowances are owing (e.g. Meals, travel);
    - Check if the Team Member owes the Organisation any monies; and
    - Prepare a written statement showing detailed calculation of all monies to be paid to the Team Member.
2. Make sure there is a letter of resignation from the Team Member if they resigned, or a letter of termination from the Cabonne Council if they were dismissed. (Copies of these letters should be kept on file with copies of Team Member contracts etc.).
3. If requested, prepare a statement of service detailing the period of employment and the type of work performed.
4. If appropriate, prepare a reference.
5. Complete a Department of Social Security Employment Separation Certificate and give it to the Team Member.
6. Make sure that property belonging to the Organisation is returned, including keys, files, and equipment.

7. Letter of Release given to Team Member.
8. Team Member Exit checklist is completed.

Documents to be completed and/or related to this procedure

- DOC 2.04-6-1 Team Member Exit Interview
- DOC 2.04-6-3 Letter of Release

Corresponding Policy

- POL 2.04 Accountability and Performance Management

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

POLICY 2.05 Contractors

Policy Statement

The Service will ensure that all care is taken when selecting appropriately qualified and insured Contractors.

Policy

The Service will only consider the appointment of a sub-contractor to carry out work on behalf of the Service when:

- The Service is unable to provide the Service; and/or
- Use of a contractor improves the service provided to the Service User (e.g. increased flexibility).

Depending upon the nature and value of the proposed contract the Service may undertake an Expression of Interest process to aid in the selection of a contractor with the appropriate resources, expertise, insurance and customer service to undertake the work.

Related Procedures

- PRO 2.07-1 Contractors

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

PROCEDURE 2.05 Contractors

Expected Outcome

The Service stakeholder will understand how the organisation selects and monitors Sub Contractors.

Training Requirements

Management

Procedure

Responsibilities of Management

It should be noted that duty of care cannot be contracted-out, and therefore appropriate measures must be taken to ensure that the contractor fully understands the standard of service expected and the Work Health & Safety requirements of the organisation.

The Service will ensure that Certificates of currency will be kept on the sub-contractors file and that the insurance held by the sub-contractor is adequate to cover the Service.

The Coordinator will review all funding agreements to ensure that the organisation's Contracting procedures remain compliant with all funding requirements.

Record Keeping

Records of all contractors and their insurance details must be kept on file. The Contractor Agreement form may be used for this purpose.

The Contractor Agreement form will be put on the Service's letterhead. A copy will be kept on file with details of the contractor and a copy will be given to the contractor.

The Coordinator must ensure these records are reviewed on a regular basis.

The Coordinator will ensure that before engaging a contractor they have reviewed all relevant funding agreements to ensure the terms regarding contractors in those agreements have been satisfied.

Contractor's Responsibilities

The contractor will be required to operate under all Work Health & Safety Legislation and Guidelines as is appropriate to the industry. The contractor must adhere to the safety policies and procedures of the Service, copies of relevant policies and procedures will be attached to the Contractor Agreement. Contractors must ensure that they keep their equipment in good working order and that they meet all appropriate standards.

They must inform the organisation of all activities they will carry out and any potential risks and control measures they have taken. They must ensure their activities do not create unnecessary risks.

Where the contractor uses any hazardous substance, they must provide a Material Safety Data Sheet to the organisation. The substance will not be used until approval for its use is obtained from the Coordinator.

If the contractor employs another worker or is an incorporated company, they must have workers' compensation insurance. If the contractor is self-employed, it is recommended that they have their own sickness and accident policy. (This is not a legal requirement but will ensure that they can claim on their own policy, rather than on the Service's workers' compensation policy, should they have an accident)

Contractors will also have public liability insurance of $10 million per claim.

If organisation receives funding from the Commonwealth the funding body must be advised of any sub-contracting arrangements prior to out sourcing any part of the service previously approved to be provided by the Service. Where there is potential for a Sub contractor to outsource their responsibilities under a sub contract agreement prior approval must be granted before outsourcing can be undertaken. Funding Body guidelines may change and the Coordinator of the Service will adapt this procedure depending upon changes in funding body guidelines.

Steps	Action	Who does it	When
1.	Ensure Contractor has adequate insurance (eg public liability)	Coordinator	Before Contractor commences work
2	Certificates of Currency are obtained for contractors workers comp insurance and/or private sickness & accident cover	Coordinator	Before Contractor commences work
3	Contractor agreement signed	Coordinator & Contractor	Before Contractor commences work

Documents to be completed and/or related to this procedure

- DOC 2.05-1-1 Contractor Agreement
- DOC 2.05-1-2 Standard Letter re: Use of Contractors

Corresponding Policy

- POL 2.05 Contractors

Relevant Standards

Community Care Common Standards

- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 6. Service Management

Section 3 – Service Delivery

POLICY 3.01 Service Principles

Policy Statement

Cabonne Community Transport will strive to deliver quality service in accordance with the following:

- Service Users are the focus of the Service;
- The program exists solely to meet the needs of the Service Users;
- Each service user will be treated as an individual who has individual needs that may be determined by age, gender, cultural background, religion or other life circumstances;
- Each service user will have the right to make choices about their own lives
- Each service user has the right to dignity, respect, privacy and confidentiality;
- Each service user has the right to access services on a non-discriminatory basis;
- Each service user has the right to access safe, responsive, effective and efficient services
- Each service user will have access to an advocate of their choice if this is required;
- The community has the right to expect that the Cabonne Community Transport Service is accountable to service users, to volunteers, to staff, to the funding body, to the auspice and to the community.

Policy Protocols

Provision of Options

Cabonne Community Transport acknowledges and respects the Rights and Responsibilities of all who receive the service. A list of Rights and Responsibilities is included in the Service User Handbook.

Service Users will always:

- Be given options for services that are designed in conjunction with the Service User to meet their needs;
- Be encouraged and supported to increase their independence; and
- Be encouraged to exercise their rights and to perform their responsibilities.

Related Procedures

- PRO 3.01-1 Principles to be Observed in Service Delivery
- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.03-1 Access to and Promotion of Services
- PRO 3.04-1 Diversity

Relevant Standard

Aged Care Quality Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 7. Human Resources
- 8. Organisational and Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.01

Principles to be observed in Service Delivery

Expected Outcome

Team Members will actively promote Service User rights and responsibilities in every aspect of their work.

Training Requirements

All Team Members

Procedure

Team Members will build a culture within the organisation that:

1. Supports Independence & Provision of Options

- Team Members will support Service Users independence by providing a service that encourages the Service Users to maximise their mobility and wellbeing. This may be done by:
    - Providing service based on the Service User's needs;
    - Ensuring Team Members are trained regarding enablement approaches while still providing service in line with their duty of care;
    - Provision of one off and/or episodic care designed to assist Service Users to become independent as possible;
    - Working with other agencies (e.g. allied health) to assist re-enablement of Service User skills and independence; and
    - Including and working with Service User Advocates.
- Team Members will not assume that they know what service would be best for or preferred by a particular Service User.
- Team Members will always present Service Users with a range of options, and take account of the Service Users' preferences. Options may include a choice of:
    - The Service or other community services;
    - Day and/or time of service;
    - Type of service provided; and
    - Team Members providing the Service.
    - Specific options to cater to individual need
- Services will be tailored, within available resources, to suit the Service Users needs as well as being responsive and able to be modified to meet the Service User's changing need over time.

2. Encourages Feedback

Service User feedback is essential in order to determine Service User satisfaction with services as well as identifying quality improvement opportunities. Feedback will be sought by:

- Team Members talking individually with Service Users at time of service;
- Surveys
- Discussing the Service and future plans informally with Service Users on outings and social gatherings;
- Encouraging Service Users and their carers to talk on a one to one basis about their needs and the services provided; and
- Interagency meetings

Feedback concerning the Service, regardless of the sources will be concisely recorded on Quick Compliment/Suggestion form or a formal Complaints form as appropriate. Forms will

be kept in all vehicles to facilitate feedback. Forms will also be kept in the office for the use of office Team Members. All other action will be in accordance with the Service User Compliments, Complaints & Suggestion Procedure.

Steps	Action/Evidence	Who does it	When
1	Provision of options shown on Assessment	Assessor	At Assessment
2	Compliments/complaints & Suggestions received from Service Users through various avenues	All Team Members	Anytime

Documents to be completed and/or related to this procedure

- Computerised Service User Management Program Assessment
- DOC 3.05-1-11 Assessment Part B
- DOC 3.05-2-3 Service Care Plan Flowchart
- DOC 3.07-1-1 Complaint Record Form
- DOC 3.07-1-2 Quick Compliments/Suggestion Forms

Corresponding Policy

- POL 3.01 Service Principles

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational and Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.02 Service User Information Provision

Policy Statement

Cabonne Community Transport believes that Service Users have a right to make informed choices regarding the services they receive. The Service will ensure they provide relevant, appropriate and timely information is provided to assist Service Users to make decisions about these services.

Policy Protocols

- Service Users will be provided with both verbal and written information about The Service in plain language through:
  - The Assessment Process
  - The Service Brochures
  - The Service User Handbooks
  - The Service Website
  - Promotions
  - HACC Newsletter
- Service matters are to be discussed with each prospective Service User and they will be assisted to make informed choices.

- The Service fees will be described to all Service Users including how they are set, and Service User's rights to request a review of these at any time.
- The Service will discuss with Service Users their rights and responsibilities in relation to the services they receive.
- Prior to service commencement, Service Users will be provided with information regarding advocates and assisted to access one should they choose to do so.
- The Service will utilise interpreter services at assessments/review to ensure information is appropriately communicated to Service Users from culturally and linguistically diverse backgrounds

Related Procedures

- PRO 3.02-1 Service User Information Provision
- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.02-3 Ascertaining Service User Capacity to make Informed Decisions
- PRO 3.02-4 Lost Property
- PRO 3.02-5 When Service User not Home/Destination

Relevant Standard

Community Care Common Standards

1. Consumer Dignity and Choice
2. Ongoing Assessment and Planning with Consumers
4. Services and Supports for Daily Living
7. Human Resources
8. Organisational Governance

Disability Service Standards

1. Rights
2. Participation
3. Individual outcomes
4. Feedback and complaints
5. Service access
6. Service management

PROCEDURE 3.02-1

Service User Information Provision

Expected Outcome

The Service Stakeholders will be aware of:

- What information is provided to Service Users by the Service
- Whose responsibility it is to ensure information is updated/reviewed
- When information is to be provided

Training Requirements

All Team Members

Procedure

1. Service User Information Handbook

The Coordinator is responsible for producing and maintaining Service Users' Handbook. The contents of the Handbook will be explained verbally to the Service Users at their initial assessment and all subsequent reviews.

The Handbook will include details of how services are provided, the fees, the complaints procedure, the use of advocates and Service Users rights and responsibilities.

The Telephone Interpreter Service will be used with Service Users who do not speak English, to ensure that they understand all the information contained in the Service Users' Handbook, and in particular, information about Service Users' advocates.

Steps	Action	Who does it	When
1.	Producing/Maintaining Service User Handbook	Coordinator	Reviewed at least annually
2.	Handbook given to Service User/carer	Assessor	At time of assessment/reassessment

2. Service Specific Leaflet

This leaflet has been produced by the Service to provide information to Service Users and their carers about the services provided.

Steps	Action	Who does it	When
1.	Leaflets are printed and available to assessor/general public	Coordinator ensures	Regularly
2.	Leaflets given to Service User	Coordinator	At time of intake /reassessment
3.	Leaflets are available to general public (see promotion procedure)	Team Members	As per Promotions procedure

3. The Service Newsletter

The Service advertises in the HACC Newsletter that is produced bi-monthly by the Service and includes topics of interest, information, diary dates and other services that are available. The Newsletter will be provided to Service Users and other interested community agencies.

Steps	Action	Who does it	When
1.	Information of interest given to Office Team Member	All Team Members	Whenever interesting information comes to hand
2.	Develop the newsletter	HACC Coordinator	During the month before
3.	Distribute newsletter to other services, Service Users, carers	Team Members	First of every second month

4. Service User Information

Community Transport is committed to:

- providing a range of solutions to transport disadvantage;
- assisting Service Users to make informed choices in selecting from as broad as possible a range of solutions to their mobility difficulties;
- promoting the growth of a coordinated network of transport operations in the local area.

Community Transport therefore provides (within the limits of its resources) an information service to its service users and other local organisations and individuals.

The Coordinator shall be responsible for ensuring that an accurate and up-to-date Local Transport Providers Register is maintained and that this information is passed on to Service Users who are seeking general information who may not be aware that other services aside from Community Transport can meet their transport needs.

The Local Transport Providers Register shall include information on local and area based:

- individual car services;

- scheduled coach and minibus services;
- scheduled route-bus services;
- excursion and charter coach and minibus services;
- taxi services; and
- rail services.

Wherever possible the information about such services shall include:

- the operator;
- route;
- service departure and arrival times;
- eligibility criteria for service use;
- fare and/or hire charges;
- number and duration of stops;
- flexibility of service;
- accessibility features of the Service; and
- training/skills of service personnel.

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook
- DOC 3.02-1-2 Service User Brochure Coversheet
- DOC 3.02-1-3 Service User Newsletter Coversheet
- DOC 3.02-1-4 Local Transport Provider Register
- HACC Services Handbook

Corresponding Policy

- POL 3.02 Service User Information Provision

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access

- 6. Service Management

PROCEDURE 3.02-2 Service User Rights & Responsibilities

Expected Outcome

Service Users are the focus of operations and it is important that their rights are acknowledged and promoted at every opportunity. Service Users also have responsibilities of which they should be aware.

Training Requirements

All Team Members

Procedure

Service Users Rights

- Every Service User has the right to receive a service that encourages and fosters their independence.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by the Service.
- In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their assessment and care plan. They will be made aware of all the options available, and any fees to be charged.
- Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
- Service Users' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
- Service Users have the right to refuse a service and refusal will not prejudice their future access to services.
- Service Users have a right to complain about the Service they are receiving without fear of retribution.
- Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
- Service Users' views will be taken into account in the planning and evaluation of the Service.
- Service Users can nominate an Advocate to speak on their behalf.
- Service Users' rights to privacy and confidentiality will be respected.

Service Users Responsibilities

- A Service User should let the agency know if he/she is not going to be at home when Team Members are due to visit.
- Service Users should act in a way which respects the rights of other Service Users and Team Members.
- Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- Service Users must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.
- Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our Team Members to provide them with services.
- Service Users should inform the Service of any significant change in their circumstances.

- All effort will be made to ensure that a Service User, family member or Carer does understand their Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from the Service.

Steps	Action/Evidence	Who does it	When
1	Service User R & R to be promoted to all service uses	All Team Members	At all appropriate occasions
2.	Service User Information Handbook contains R & R Information	Coordinator	Reviewed annually
3.	Newsletters remind Service Users of their R & R	Coordinator ensures	At least once annually
4.	Annual Plans/Strategic Plans incorporate Service User input	Coordinator	At least annually
5.	Service User Files record: Assessment Reassessment Referrals Appointment of Advocate Service Action Access to Information Consent forms	Assessor	Whenever appropriate

(Note R & R = Rights and Responsibilities)

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook
- DOC 3.10-1-1 Guidelines for Advocates
- DOC 3.10-1-2 Notification of Appointment/ Change of Advocate
- DOC 3-07-1-1 Complaint Record Form
- DOC 3.07-1-2 Quick Compliments/Suggestion Form
- DOC 3.07-1-3 Complaints Flowchart

Corresponding Policy

- POL 3.02 Service User Information Provision

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.02-3 Ascertaining Service User Capacity to Make Informed Decisions

Expected Outcome

Service Users are encouraged by Team Members to make informed decisions. The Service recognises that some Service Users may have decreased capacity for making an informed choice. Team Members will be aware of the process to be followed should they believe that a Service User's capacity for decision making has decreased.

Training Requirements

All Team Members

Procedure

Team Members will follow the Ascertaining Capacity to Make Informed Decisions flowchart when they have cause to believe that a person's capacity for making an informed decision has decreased.

Documents to be completed and/or related to this procedure

- Service User file notes
- Referral to Guardianship board if necessary

- DOC 3.02-3-1 Ascertaining Capacity to Make Informed Decisions Flowchart

Corresponding Policy

- POL 3.02 Service User Information Provision

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

Corresponding Policy

- POL 3.02 Service User Information Provision

PROCEDURE 3.02-4

Lost Property

Expected Outcome

The Service Stakeholders will be aware of the procedure followed regarding Lost Property.

Training Required

Drivers and Office Team Members

Procedure

Lost Property

The Service does not accept responsibility for any articles (perishable or non-perishable) lost on our transport services.

Found Property

Property left in any vehicle either owned or brokered by the Service is to be returned to the office. Should the driver of the vehicle be able to identify the Service User who owns the property, the Service User will be notified and arrangements made for the return of the property.

All non-perishable items will be donated to a charity or otherwise disposed of. All perishable items may be disposed of after one day.

The Service will not accept any responsibility for items left in the vehicles.

Documents to be completed and/or related to this procedure

- DOC 3.02-4-1 Lost Property Form

Corresponding Policy

- POL 3.02 Service User Information Provision

Relevant Standards

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual outcomes

PROCEDURE 3.02-5

When a Service User is not at Home / Destination

Expected Outcome

Stakeholders will be aware of the procedure followed when Service Users do not respond to a scheduled visit.

Training Requirements

All Team Members

Procedure

Cabonne Community Transport acknowledges that the service plays an important role in helping to keep Service Users who live alone in the community safe from harm. Team Members are in regular contact with many Service Users who could potentially be at risk. Taking appropriate and timely action when a Service User does not respond to a scheduled visit may reduce the risk of an adverse event, or result in earlier discovery of a mishap.

While a Service User's autonomy is to be respected at all times there can be many reasons why a scheduled visit is missed. These include:

- The Service User may have inadvertently forgotten to inform the Service that he/she would not be at home; and/or
- The Service User may have fallen, been injured or taken ill and still be in the home.

As part of the Intake process the Service will discuss possible response procedures and an individualised planned response will be developed with the Service User for when they do not respond to a scheduled visit.

The Individualised response will include:

- Emergency Contacts
- How home can be accessed in case of an emergency
- Amount of time service user wants team member to try and contact them before contacting emergency contacts.

In the event that a Service User does not want any response, this should be documented at assessment. As a general procedure the following will apply and be adapted to suit individualised planned response of each service user.

When Service User does not respond at their home

- Not at Home Flowchart may be used.
- When a Service User does not respond to a scheduled visit the Driver will immediately phone the office to inform them. To fulfil the agencies Duty of Care and to protect Team Members, the Office must be advised as soon as the Service user does not respond. All communication should be directed through the Office. Authorised personnel may then direct the Driver to act accordingly.
- Office Team Member will start to complete the Not at Home/Destination Report and then check the Service Users planned response and:
    - Ask the driver to remain at the home (timeframe will depend upon if individual transport or group transport);
    - Ask the driver if there is any indication the Service User is at home (e.g. is the front door open, radio on etc.);
    - The Office will ring the Service Users home and/or mobile;
    - The Office will check records (including booking sheets) to ensure no information error has been made; and
    - The Office will contact the Service User's destination to confirm appointment/arrangement has not been cancelled.
    - Talk to neighbours

If there is an indication that the Service User may be at home:

- The driver will walk round the home whilst calling for the Service User (they may be in the back yard or in a part of the house that they could not hear the doorbell);
- If necessary neighbours may be questioned to establish the possible whereabouts of the Service User (perhaps they saw the person leave);
- If there is clear evidence that the Service User is within the house and in need of immediate first aid, team members are not to enter the premises. Police are the only legal authority to do so.
- The Coordinator will continue to try to contact the Service User. The Coordinator shall decide whether to advise the driver to continue their run;

- Contact will be made with emergency contacts identified in the Service Users within their Assessment and other appropriate sources (e.g. destination venue) to establish whereabouts of the Service User; and
- Where doubt continues to exist regarding the Service Users well-being appropriate authorities including the police shall be informed of the need for immediate action.

If there is no indication the Service User may be at home:

- The Office will advise the Driver to leave a "Not at Home" card identifying the time and the office Team Member will implement the planned response;
- The Office will continue to try and contact the Service User. If there is still no answer within the allotted time the No One at Home Report will be given to the relevant supervisor; and
- The supervisor will contact the Emergency Contacts listed in the Service Users Individualised Response Plan within their Assessment and/or their GP. If Emergency Contacts are unable to be contacted Emergency Services will be notified.

When the Service User is not at destination pick up point

Not at Destination Pick up Point Flowchart may be used.

From time to time Service Users who have been transported to a destination may complete their business and decide to go shopping or in the case of medical appointments be required to have pathology tests etc. If the Service User is not at the arranged pick up point at the allocated time:

The driver will inspect the area in the immediate vicinity (e.g. the Service User may have found a place in shade to wait) and/or go into the destination (e.g. medical centre etc. to check the Service User has completed their appointment).

Should the Service User not be found the Driver will advise the Office without identifying the Service User (e.g. Service User to be collected at.....is not present) unless communication is secure from other Service Users/general public. The Office Team Member will commence completion of a Not at Home/Destination Report.

If appropriate, the Office will ask the Driver if the Service User destination is able to confirm that the Service User completed their appointment

The Office will ask the Driver to remain at the destination while the office:

- Phones the Service User's home and/or mobile;
- Checks records to ensure an error in the pickup point has not been made;
- If relevant, contact the driver who delivered the Service User to the Destination (if different from pickup driver) to ascertain if any special arrangements had been made; and
- Contact the destination to confirm appointment has been completed (if driver was unable to do so).

The Driver will be asked to continue their run.

The Office will continue to try to contact the Service User. If there is no contact within 15 minutes, Office Team Members will advise the relevant supervisor and keep them informed of further developments.

Immediate contact will be made with emergency contacts identified in the Service Users Assessment

Where doubt continues to exist regarding the Service Users well-being appropriate authorities including the police shall be informed of the need for immediate action.

Service Users who repeatedly miss Scheduled Service

Some Service Users who repeatedly misses scheduled visits or those with dementia, a history of falls or mental health problems may benefit from:

- Require a care to travel with them at all times;
- referring the Service User to a service that provides a daily phone call to check their well-being;
- referring the Service User for a personal alarm system supplier.

Documents to be completed and/or related to this procedure

- DOC 3.02-5-1 Not at Home Card
- DOC 3.02-5-3 Not at Home Flowchart
- DOC 3.02-5-4 Not at Destination Pick Up Point Flowchart

Corresponding Policy

- POL 3.02 Service User Information Provision

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.03 Access to and Promotion of Services

Policy Statement

The Service will endeavour to ensure that services are available to the target group living in the geographic area stated in Funding Agreements without discrimination.

Access to services will be based on relative need and people will not be excluded from access to the Service on the grounds of their:

- Gender
- Marital status (including de facto)
- Religious or cultural beliefs
- Political affiliation
- Sexuality or Sexual Preference
- Particular disability
- Ethnic background
- Age
- Inability to pay
- Geographical location within the Service coverage area
- Circumstances of their carer

Policy Statement

Access

Cabonne Community Transport:

- Will ensure that the individual needs of people who are within the target population and eligible for a service will be recognised, and that access to those services will be prioritised according to needs-based principles as determined by formal assessment.
- Respects the right of a Service User to refuse service at any time and will ensure that Service Users understand that such as refusal will not prejudice any future request for services.
- Will be promoted in a manner that ensures greater equity of access.

- Will ensure all promotional material is developed and printed in a clear and easy to read format and will be available in different languages when applicable relevant to the geographic area in which the Service operates.

Promotion

The Service will promote its services in a variety of ways including:

- Publications
- Website
- Media
- Guest Speaking
- Expo's
- Networks & Forums

Related Procedures

- PRO 3.03-1 Access to and Promotion of Services
- PRO 3.04-1 Diversity
- PRO 3.10-1 Advocacy

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.03-1

Access to and Promotion of Services

Expected Outcome

Stakeholders will be aware of:

- Eligibility Criteria
- Promotion Strategies undertaken by the organisation

Training Requirements

- Team Members responsible for development, maintenance & distribution of promotion.
- Team Members responsible for Intake & Care Planning

Procedure

Access to Service

Access to service will be determined by this and the Assessment Procedures detailed in this Policy & Procedure manual.

Cabonne Community Transport will accept referrals from any source within the community so long as the source has the approval of the Service User to make the referral and the Service User is registered with My Aged Care or is in the process of doing so.

Cabonne Community Transport will ensure that diverse groups have equal access to the Service. These groups include but are not limited to:

- People from Aboriginal or Torres Strait descent;
- People from culturally diverse backgrounds;
- People who are financially disadvantaged;
- People who are rurally isolated; and
- People living with Dementia.

If the Service is unable to meet the needs of a referred Service User, the Service will provide advice and appropriate information regarding other services and resources that are available in the area. With the Service User's permission the Service may arrange appropriate referrals to other agencies.

Cabonne Community Transport reserves the right to refuse service to potential Service Users if it is determined that the Service cannot adequately and appropriately meet their needs within the resources available to the Service.

Cabonne Community Transport reserves the right to refuse service to people who it assesses as posing a risk to the safety or wellbeing of other Service Users, Team Members or members of the public.

Priority of Access: Refer to DOC 3.05-9-2

Monitoring Access to Service

Cabonne Community Transport will monitor who is accessing the services, and the changing needs of the target population to ensure that the services provided are relevant and are not discriminating against any particular groups. This planning and evaluation process is identified in detail in the section on Planning and Evaluation in Section 1: Service Management.

Promotion of Services

Services provided will be promoted in a manner that ensures equity of access.

Promotional material will be developed by the Coordinator, printed in a clear and easy to read format and will be available in different languages relevant to the geographic coverage area if requested or identified as required.

Publications - The Service produces a range of publications. External documents including advertising, marketing and website material will be approved by Cabonne Council. The following is to be inserted into all Service publications:

- Reference to the funding of the program is in accordance with appropriate Government approved processes
- disclaimer
- logo
- Copyright
- Coordinator

Material will be distributed to major health and community agencies in the region including government and non-government services and agencies providing services for special needs groups and in public places as detailed in Promotional Material Distribution Points.

Website - The website is an important means through which the Service can provide information to the sector. For many stakeholders the Service website is their first contact with the organisation.

The website provides public information on the Service, including contact information about the services offered. The site provides a range of links to other community organisations and government agencies. The Communications and Media Officer is responsible for all web design, site content and maintenance. Cabonne Council must approve all content of the website.

Dealing with the Media

The Service seeks publicity to promote its services and the needs of the Service Users. Media outlets may also seek Service input to provide a viewpoint for their stories. It is essential that media exposure positively represents Service Users and the Service.

The Service adopts the following policy on dealing with the media:

- All requests for media comments, interviews etc. are to be directed to the Communications and Media Officer;
- No Team Members may represent the Service views to the media without authorisation from Cabonne Council; and
- Documents which are written from the Service to media outlets may be drafted by a Team Member but must be approved by Cabonne Council prior to submission for publication.

Guest Speaking & Expo's

The Service will also be promoted by guest speaking and at relevant expos and events. Whenever a representative of the Service is a Guest Speaker the representative will where appropriate acknowledge the traditional owners of the land and pay respect to elders past and present. Often members of the public may approach service Team Members at Guest Speaking Events/Expo's wishing to be assessed for the Service. Team Members will explain to the potential Service User the process to register with My Aged Care to determine eligibility and assessment.

Networks & Forums

Service will be promoted by the Coordinator at relevant networks and forums as detailed in the Relevant Networks & Forums document.

Moral Rights

Moral rights are provided to creators under copyright law in order to protect both their reputation and integrity of their work. Moral rights are:

- The right of attribution of authorship;
- The right not to have authorship of their work falsely attributed; and
- The right of integrity of authorship. This protects creators from their work being used in a derogatory way that may negatively impact on their character or reputation.

Moral rights apply a wide range of works including:

- Artistic works – including drawings, paintings, sculpture, graphs etc.
- Musical works;
- Dramatic works;
- Written material – including instruction & training manuals, journal articles, novels, textbooks, poems, songs;
- Computer programs; and
- Films.

The Service will obtain written consent (should it be a requirement under any funding agreement entered into by the Service) using the Moral Rights Consent form from authors of any of the above material developed for the Service. The Moral Rights Consent form will be attached to any contracts/agreements for the production of such material.

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook

- DOC 3.03-1-1 Relevant Forums & Networks
- DOC 3.03-1-2 Promotional Material Distribution Points
- DOC 3.03-1-3 Guest Speaking/Expo Record
- DOC 3.03-1-4 Self-Referral Form
- DOC 3.03-1-5 Moral Rights Consent

Corresponding Policy

- POL 3.03 Access to and Promotion of Services

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.04 Diversity

Policy Statement

Cabonne Community Transport has a commitment to providing services that respond to Service Users individual needs.

Policy Protocols

- The Service will maintain a culture that is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).

- The Service will develop and deliver services that are relevant and accessible to all members of the community including:
    - People from Aboriginal or Torres Strait descent;
    - People from culturally diverse backgrounds;
    - People who are financially disadvantaged;
    - People who are rurally isolated;
    - People living with Dementia; and
    - People exiting the criminal justice system
- Cultural issues and needs are incorporated into the Service provision.
- The Service models and operations will be designed to adapt to demographic changes in the community.
- The Service may consult with local community members from diverse groups:
    - When developing forward service planning initiatives.
    - When planning activities and transport
- The organisation will regularly review local demographic information to determine whether diverse groups are represented in the service in proportion to their local populations. Where this is not the case, the Service will investigate and take positive steps to ensure there are no barriers to access for diverse groups.
- The Service Team Members will undertake where possible cultural awareness training/competency and in the use of translated materials and interpreting services to ensure a culturally appropriate service is provided.
- The Service will ensure easy accessibility to all its programs by:
    - Promoting them in the community in a manner that will reach the target group;
    - Implementing a clear transparent eligibility criteria;
    - Ensuring training of Team Members is designed to welcome and celebrate diversity; and
    - Ensuring information regarding “capacity to pay” is included in service handbook and promotional material.

Related Procedures

- PRO 3.03-1 Access to Service and Promotion of Services
- PRO 3.04-1 Diversity
- PRO 3.05-2 Service Care Plans

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Support for Daily Living
- 7. Human Resources

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.04-1

Diversity

Expected Outcome

Cabonne Community Transport has a culture that is inclusive and welcoming that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).

Training Requirements

All Team Members

Procedure

Individualised intake and care planning will include Service User diversity and preference at the time of intake.

Practices designed to cater to individual Service User diversity, whilst supporting their choice and independence & need, may include:

- Choice of day of service
- Choice of time of service
- Choice of type of service (e.g. individual transport, group transport, travel training, taxi vouchers etc.)
- Choice of type of assistance (e.g. may require increased allocation of time to allow Service User to independently get to vehicle, may require two Team Members to assist Service User)
- Choice of type of Team Members (e.g. Service User may require a woman driver)
- Type of Vehicle allocated (e.g. car, bus, wheelchair access etc.)
- Choice of Booking method (e.g. phone, email, online)
- Use of interpreters
- Use of TTY – telephone Type Service
- Use of carer, and when they will / will not be involved

Service Users from Culturally & Linguistically Diverse Backgrounds

In cases where the Service User does not speak English an interpreter service will be used to ensure that the Service User understands the intake and review process, the services being offered.

The need for an interpreter service will be clearly identified at intake. As much as possible an interpreter will be used in place of a family member or friend of the Service User. Having an independent interpreter may make the Service User feel more comfortable to discuss sensitive issues and will result in a more thorough assessment of the Service User's needs. A list of appropriate resources and interpreter services is listed in document Interpreter Services.

Contact with and working relationships will be made and maintained with other groups that offer services to culturally and linguistically diverse groups.

Steps	Action/Evidence	Who does it	When
1	Book Interpreter	Coordinator	ASAP after referral received
2	Develop care plan to ensure inclusion	Coordinator ensures Team Members aware of Service User need	Prior to service commencing
3	Invite organisations with cultural diversity to participate in service activities and/or the Service visits those orgs to allow interaction of Service Users	Coordinator	As required
4	Reviews include consideration of Service Users changing needs	Coordinator	As required
5	Appropriate referrals are made	Coordinator	As soon as need identified

Service Users Who Cannot Read or Write

In cases where a Service User cannot read or write, Team Members will ensure that the information regarding the assessment, review and services are clearly explained and understood by the Service User. An electronic version of all information will also be offered to the Service User if applicable.

Steps	Action/Evidence	Who does it	When
1	Service User identified as not being able to read or write	Service User/Coordinator	As soon as becomes evident
2.	Intake process and information clearly verbally explained to Service User	Coordinator	At Intake
3	Taped information provided to Service User	Coordinator	At Intake
4	Service Care Plan records Service Users needs	Coordinator ensures Team Members aware of Service User need	Prior to service commencing
5	Reviews include consideration of Service Users changing needs	Coordinator	At least every 6 months
6	Appropriate referrals are made	Coordinator	As soon as need identified

Service Users with Dementia/Brian Injury

To whatever extent possible the Service User with dementia will be given the same information as other Service Users and their questions answered. For people with severe dementia or severe intellectual, psychiatric or brain injury disabilities, the focus will be on ensuring that the carers and/or advocates are fully aware of the contents of the Service User Information Handbook and the information regarding assessment, review and services.

Team Members will receive training in how to work with people with dementia or specific brain function disabilities and every effort will be made to ensure that services are delivered in an appropriate and sensitive way.

Service Users with Dementia or other brain function disabilities will be referred back to My Aged Care should the Service be unable to continue to provide the level of support needed by the Service User.

Steps	Action/Evidence	Who does it	When
1	Service User identified as having dementia or other brain function disability	Service User/Carer/ Coordinator	As soon as becomes evident
2.	Intake process and information clearly verbally explained to Service User and carer/advocate	Coordinator	At Intake
3	Written information provided to Service User/carer/advocate	Coordinator	At Intake
4	TMA records Service Users needs	Coordinator ensures Team Members aware of Service User need	Prior to service commencing
5	Reviews include consideration of Service Users changing needs	Coordinator	As required
6	Appropriate referrals are made	Coordinator	As soon as need identified

Service Users with Challenging Behaviours

Cabonne Community Transport insists that Service Users with challenging behaviours should be supported, and their family and advocate advised about the best ways to assist. In providing a "positive approach" in service delivery, the balance between duty of care, dignity of risk and work health and safety issues must be carefully balanced.

A positive approach will also involve referral to services that can assist with developing specific "behaviour intervention" strategies with the Service User to be included in the service in the event of an emergency involving a Service User using prohibited practices. These plans will give more support to the Service User with challenging behaviours and a set procedure will be followed:

- the incident must be reported to the Coordinator;
- the Service User should be, if possible, gently removed to a quiet, safe area to protect themselves and others;
- a referral will be made to ensure a full assessment is carried out by qualified personnel to ensure future skill development and support of the Service User with challenging behaviour;
- The Service User will not return to the Service until appropriate plans have been developed to assist in addressing the challenging behaviour. The Guardianship Board may need to be notified; or
- An alternative service, more in keeping with the Service User's needs may need to be found.

Problems making informed decisions can also lead to challenging behaviours Team Members will consult the Ascertaining Service User Capacity to Make Informed Decisions Procedure.

Steps	Action/Evidence	Who does it	When
1	Service User identified as having challenging behaviours	Service User/Carer/ Coordinator	As soon as becomes evident
2.	Intake process takes into account behaviours exhibited and positive approaches that may lessen the behaviour. In-depth discussions will be undertaken with family/carers/advocates regarding these interventions	Coordinator	At Intake & review
3	Written information provided to Service User/carer/advocate	Coordinator	At Intake
4	TMA records Service Users needs and appropriate interventions	Coordinator ensures Team Members aware of Service User need	Prior to service commencing
5	Reviews include consideration of Service Users changing needs and success or failure of interventions. New interventions developed as needed	Coordinator/Service User & Carer	As required
6	Appropriate referrals are made	Coordinator	As soon as need identified

Service Users with Psychiatric Disability

Not all people with a mental illness have a psychiatric disability. Only people with psychiatric disabilities are eligible for CHSP Services. Team Members where appropriate will receive training in working with people who have a psychiatric disability and every effort will be made to ensure that services are delivered in an appropriate and sensitive way.

Mental Illness according to the The Mental Health Act 2007 is:

"a condition which seriously impairs, either temporarily or permanently, the mental functioning of a person and is characterized by the presence in the person of any one or more of the following symptoms:

a. Delusions
b. Hallucinations
c. Serious disorder thought form

d. A severe disturbance of mood

e. Sustained or repeated irrational behaviour indicating the presence of any one or more of the symptoms referred to in point's a-d."

A Psychiatric Disability according to the NSW Disability Services Act (1993) a person has a psychiatric disability if:

"their mental illness will most likely be permanent (even if episodic) and results in a significantly reduced capacity in one or more areas of major life activity."

People in the acute stages of an illness are NOT CHSP Target group and it may be necessary for the person to temporarily leave the Service. Once the acute episode is treated and the Service User is again stable, return to the Service will be encouraged. (For further information see Mental Health/CHSP Protocols)

Dual Disorder/ Dual Disabilities refer to the existence of any two co-occurring disorders or disabilities.

Cabonne Community Transport will support Service Users with a psychiatric disability and their family. If the Service User is also a Service User of Area Health's Mental Health Team the Mental Health/CHSP Protocols will be applied. In providing the positive approach in service delivery, the Services obligations regarding duty of care, dignity of risk and occupational health and safety issues will be carefully balanced.

After intake of a Service User, a specific plan will be created to suit the individual Service User and their specific area of need. This will ensure that the Service User has equal access to the services and that they are treated fairly and with respect. Continual monitoring will occur of the Service User and their care to make certain that the program is benefiting the Service User in all aspects of their lives.

The Coordinator will ensure that the Team Members are properly trained where appropriate in assisting with Service Users with a psychiatric disability.

Step	Action/Evidence	Who does it	When
1	Service User identified as having a psychiatric disability	Service User/Carer/ Coordinator	As soon as becomes evident
2.	Intake process takes into account psychiatric disabilities experienced due to the Service Users mental illness. Signals and/or warning signs of the Service User becoming acutely ill are discussed to enable quick referral and positive approaches to address the Service Users illness. In-depth discussions will be undertaken with family/carers/advocates regarding these interventions	Coordinator and appropriate Mental Health service and/or persons GP (with the Service Users permission)	At Intake & review
3	Written information provided to Service User/carer/advocate	Coordinator	At Intake
4	Care Plan records Service Users needs and appropriate supports	Coordinator ensures Team Members aware of Service User need	Prior to service commencing
5	Reviews include consideration of Service Users changing needs and success or failure of supports provided. New supports developed as needed	Coordinator/Service User & Carer & appropriate Mental Health Service and/or GP (with the Service Users permission)	As required
6	Appropriate referrals are made	Coordinator	As soon as need identified

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook
- DOC 3.04-1-1 Service User Codes
- DOC 3.04-1-2 Interpreter Services
- DOC 3.05-2-3 Service Care Plan Flowchart

Corresponding Policy

- POL 3.04 Diversity

Relevant Standard

Community Care Common Standards

- 1. Consumer Choice and Dignity
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.05 Ongoing Assessment and Care Planning

Policy Statement

Assessment for all CHSP services is provided through My Aged Care (MAC). The assessment helps to ensure the individual will receive the care are support they need and also what types of services they are eligible for.

My Aged Care can be contacted in three ways:

1. 1800 200 422
2. www.myagedcare.gov.au
3. Cabonne CHSP can do an online referral direct for individuals

Policy Protocols

1. Assessment

All Service Users receive an assessment to identify each person's circumstances to enable the service to be tailored, within existing resources, to the individual needs and preferences of each Service Users including their:

- Abilities;
- Physical needs;
- Emotional needs;
- Access issues
- Cultural and religious needs;
- Socio-economic needs;
- Communication preferences;
- Cognitive Function;
- Lifestyle Preferences;
- Limitations; and
- Preferences

2. Service Care Planning

Due to the nature of the service Cabonne Community Transport will develop an individual Service Care Plan each time a Service User is referred for service. This will be computer base and will identify:

- The service/s to be provided;
- The frequency/length of time the service will be provided;
- The service provider;
- Any special requirements;
- Other agencies involved in providing services to the Service Users; and
- The agency (if any) responsible for case management.

Related Procedures

- PRO 3.02-3 Ascertaining Service User Capacity to Make Informed Decisions
- PRO 3.03-1 Access to and Promotion of Services

- PRO 3.04-1 Diversity
- PRO 3.05-1 Assessment
- PRO 3.05-2 Service Care Plans
- PRO 3.05-3 Re-assessment and Care Plan Review
- PRO 3.05-4 Co-ordination & Collaboration with Other Agencies
- PRO 3.05-5 Case Management
- PRO 3.05-6 Service Types provided to Service Users
- PRO 3.05-7 Implementing New Services & Off Site Activities
- PRO 3.05-8 Service Parameters
- PRO 3.05-9 Bookings, Scheduling Service & Unmet Need
- PRO 3.13-1 Handling Service User Funds
- PRO 3.14-1 Duty of Care & Dignity of Risk

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 6. Feedback and Complaints
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-1

Assessment

Expected Outcome

The Service Stakeholders will be aware of how Assessments for Service are conducted.

Training Requirements

Any Team Members undertaking assessments of Service Users

Assessment Procedure

Information about the assessment/review

Once Community Transport has received the individual's referral from MAC, the Coordinator will contact the Service User directly to make them aware that a referral has been received and to identify current needs and preferences for service.

Through this, Service Care Plans will be jointly developed with the Service User and will be tailored to their individual needs and preferences.

The service arrangements are monitored and modified to accommodate the changing needs of the individual Service User within the resources available to the organisation.

It will be made clear to the Service User that their need for services will be reviewed by the Service as required or on new booking and that the services provided may change as a result

of the review. If services are provided on a temporary basis, Service User will be made aware of the duration of service.

The Service User will be provided with a copy of the Service User Information Handbook at the time of assessment. The content will be verbally explained at the assessment and any subsequent review.

Referral to Other Services

All referrals for another / additional services will be agreed to by the Service User before they are made. All referrals will be directly My Aged Care for the reassessment of additional services.

When a referral is made a record of referral will be recorded on the clients file in TMA. Confidentiality will be maintained at all times.

All referrals will be followed up after a suitable period of time to ensure that the Service User receives a service appropriate to their circumstances.

Other Options

Alternative options will be discussed with all Service Users and especially when service is unable to be provided, or if the Service User refuses the Service. Alternative services will be identified, and relevant information provided.

The Service User has the right to refuse a service. Refusal will not prejudice their future access to services.

The individual needs of the Service User are taken into account including their physical, cultural, social, economic needs and the needs of their primary care-giver.

Complaints

The complaints policy and procedures will be explained at the initial service assessment and Service Users will be regularly reminded of the process during reviews and information included in other promotional material.

Advocacy

Service Users will be made aware that they may ask a relative, friend or other person to advocate on their behalf and regularly reminded of the process through various promotions.

Outcome

Following the initial service assessment the Service User will be prioritised using the priority of access procedure. The Service User will be informed of the decision regarding the request for assistance according to the Assessment Outcome Pathway Flowchart. The decision will be:

- Provision of a regular service, or
- Provision of a temporary service with duration specified, or
- Refusal of service, or
- Referral to another agency.

<u>Provision of a regular service</u>

- The following will be completed and given to Service User:
- New client package sent via post

Provision of a temporary service with duration specified

- The following will be completed and given to Service User:
  - Standard letter welcoming Service User to the Service detailing commencement date and termination date of service arrangements.

Refusal of Service

- There may be various reasons for the Service being refused including:
  - The Service User is ineligible for the Service;
  - The Service User is eligible for the Service, however the Service does not have the necessary resources to be able to provide the Service at that time;
  - The Service User is eligible for the Service, however because of Work Health and Safety/Duty of Care or specific service issues the Service cannot be provided at that time;
  - The Service User has chosen to refuse the Service; or
  - The person requesting service will be advised over the phone, giving reasons why the Service has been refused and given information on other available services and if appropriate a referral will be made. The person will be given information regarding when, and under what circumstances the person could reapply for a Service.

3a) The Service User is ineligible for the Service

- This means that the person has been assessed as not fitting the HACC Target Group as it relates to the provision of Transport services. The person will be given information regarding other services and appropriate referral made with the person's permission.

3b) The Service User is eligible for the Service, however the Service does not have the necessary resources to be able to provide the Service at that time

- This may occur from time to time:
  - if the Service has reached maximum capacity;
  - because the level of care required by a Service User at a certain time cannot be provided;
  - Because the level of care required by existing Service Users is high thereby preventing the safe intake of other Service Users;
  - Lack of available Team Members to do requested task;
  - If financial resources are inadequate to cater to the need;

- The Service User will be given information about other options and appropriate referral made with the Service User's permission and/or the Service Users name placed on a waiting list for service;
- All referrals and changes to Service User need will be documented on the computerised Service User Management System; or
- The Service User will be entered on the Waiting List Form.

3c) The Service User is eligible for the Service, however because of Work Health & Safety/Duty of Care or specific service issues the Service cannot be provided at that time:

- Matters that lead to a refusal of service because of Work Health and Safety and/or Duty of care will be discussed with Service User and management strategies will be thoroughly explored before Service is refused. The Service may request the assistance of the Aged Care Assessment Team or other appropriate agencies to provide additional information and/or strategies to allow for service delivery;
- Work Health and Safety /Duty of Care Issues that may prevent immediate or ongoing service may include but are not limited to;
    - The home or its surrounds are deemed not safe for Team Members;
    - Team Members do not feel safe;
    - If Duty of Care could be compromised;
    - If the Service User continually makes unreasonable demands on Team Members;
    - Transport needs constitute an unacceptable risk to the health & safety of Team Members;
    - Wandering or other behaviours become a danger/disturbing to the Service User or other Service Users of the Service;
    - The need for medical supervision; or
    - Perceived dangerous unrestrained dog or animal.

3d) The Service User has chosen to refuse the Service

- Service Users have the right to refuse service. Refusal of service will not prejudice future requests for service. The Service User is encouraged to read the Service User Information Handbook that was given to them at the initial assessment. A note is placed on the computerised Service User Management System.

<u>Confirmation of Decision</u> (used if applicable)

- All Service Users being assessed will receive written or verbal confirmation of the assessment decision. The following standard letters have been developed:
    - Standard Letter - Service User Welcome - explaining the parameters of service provided and the commencement arrangements;
    - Standard Letter - Temporary Service User Welcome - explaining the temporary parameters of service provided and the dates the Service will be provided;
    - Standard Letter - Lack of Resources/Waiting List explaining to the Service User:
        - that they have been placed on a waiting list and an approximate waiting time;
        - that the waiting list is reviewed monthly or whenever another Service User ceases service delivery or when recourses become available;
        - of alternative services available in the community and referrals will be made if the Service User permits;
        - that their case will be reviewed as resources become available;
        - that should their circumstances change in any way to advise the Service as it may impact upon their prioritisation; and
        - the Services complaints policy.

- Standard Letter - Refusal of Service due to:
  - ineligibility explaining why the person was considered not to be within the HACC Target group and/or the target group of the funded programs. Contacts for other more appropriate services will be provided and an invitation to reapply should the persons circumstances change; or
  - Work Health and Safety/Duty of Care and/or Service Specific Issues explaining the options explored by the Services before refusing the Service and under what circumstances the Service may be able to provide should the Service User agree in the future. Options for other forms of assistance from other agencies will be provided.
- Standard Letter - Service User Refusal of Service. This letter encourages them to reapply at any time. Information is given for future reference and details of alternative options provided.

Documents to be completed and/or related to this procedure

- DOC 3.05-1-1 Referral Assessment Pathway Flowchart
- DOC 3.05-1-2 Waiting List
- DOC 3.05-1-3 Standard Letter - Waiting List
- DOC 3.05-1-4 Standard Letter – Welcome to Service
- DOC 3.05-1-5 Standard Letter - Not Eligible
- DOC 3.05-1-6 Standard Letter - Refusal of Service/Service User Exit
- DOC 3.05-1-7 Standard Letter – Referral to another Agency
- DOC 3.05-1-8 Confirmation of Receipt of Referral
- DOC 3.05-1-9 Confirmation of Assessment
- DOC 3.05-1-10 Assessment Checklist
- DOC 3.05-1-11 Assessment Part B
- DOC 3.05-2-1 Service User Access/Equipment Report

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-2 Service Care Plans

Expected Outcome

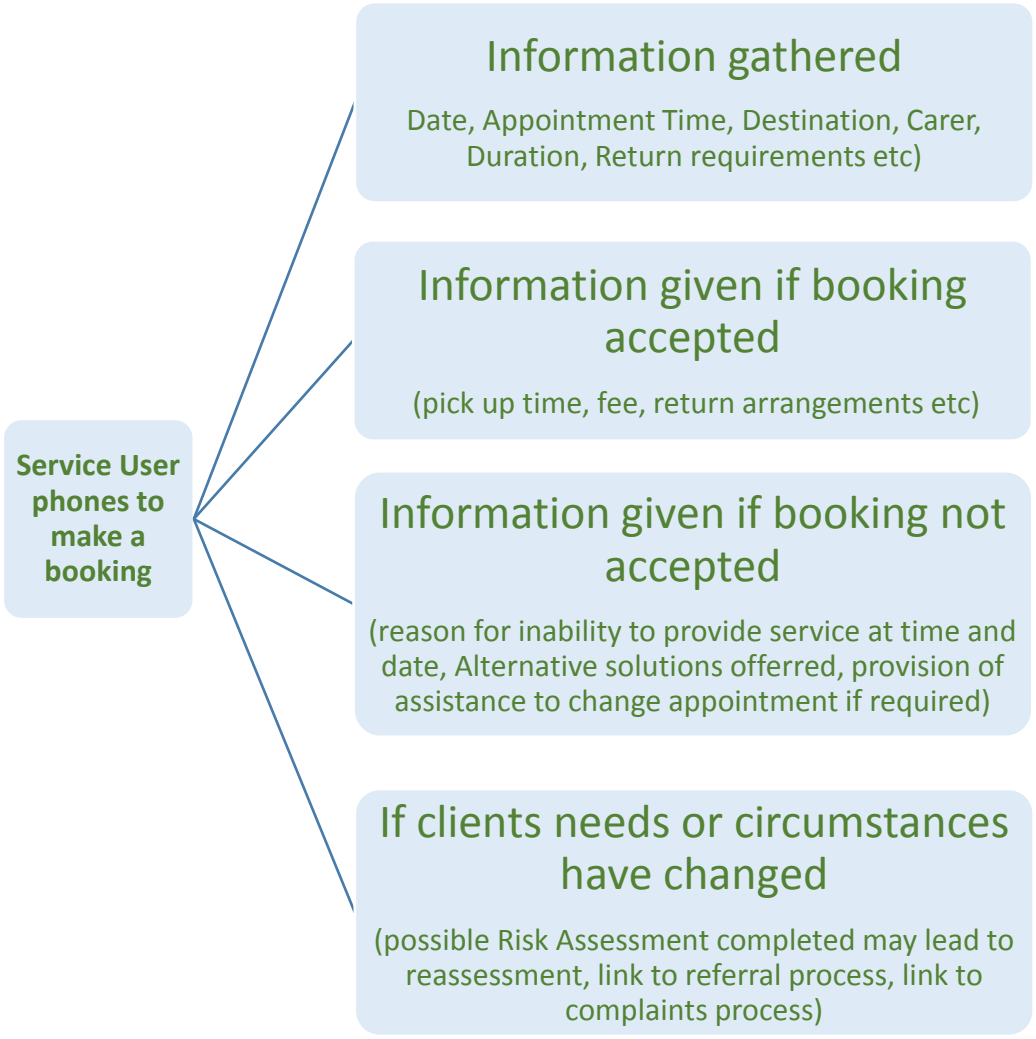
Each Service User will have an individually tailored care plan.

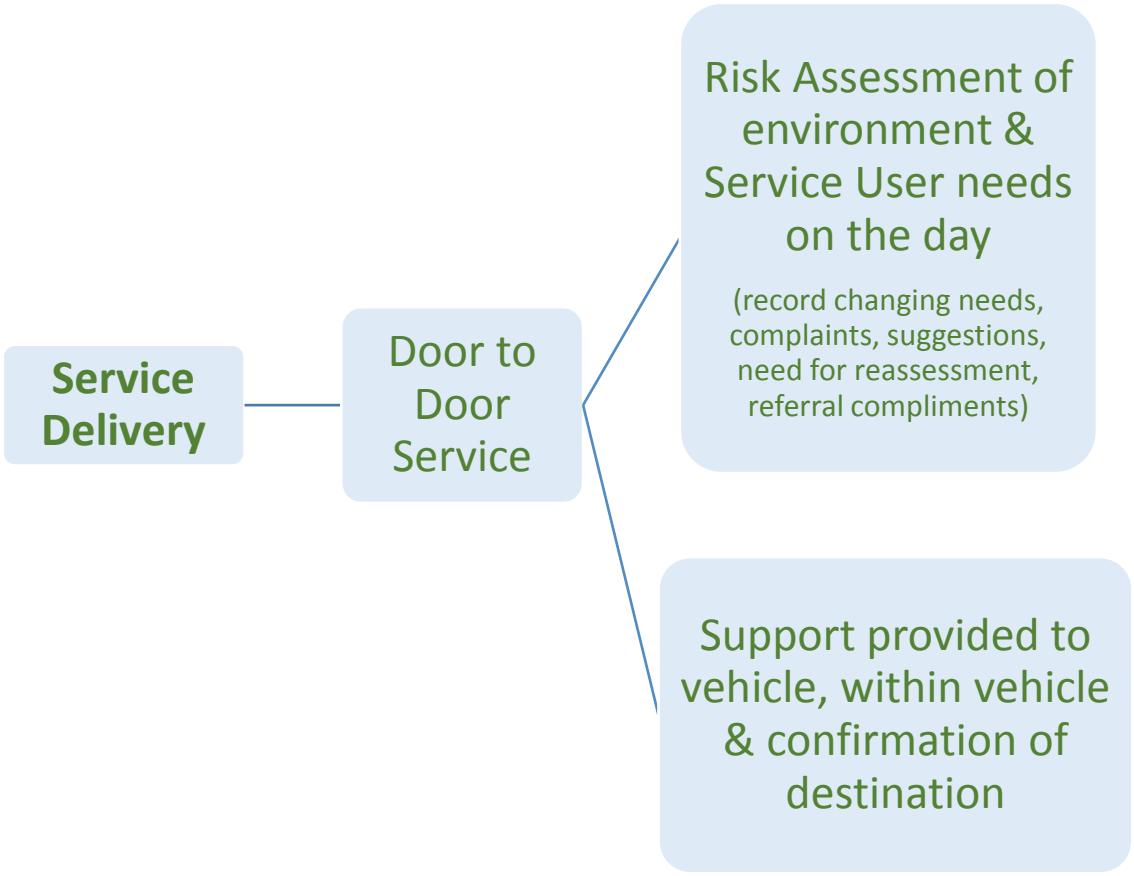
Training Requirements

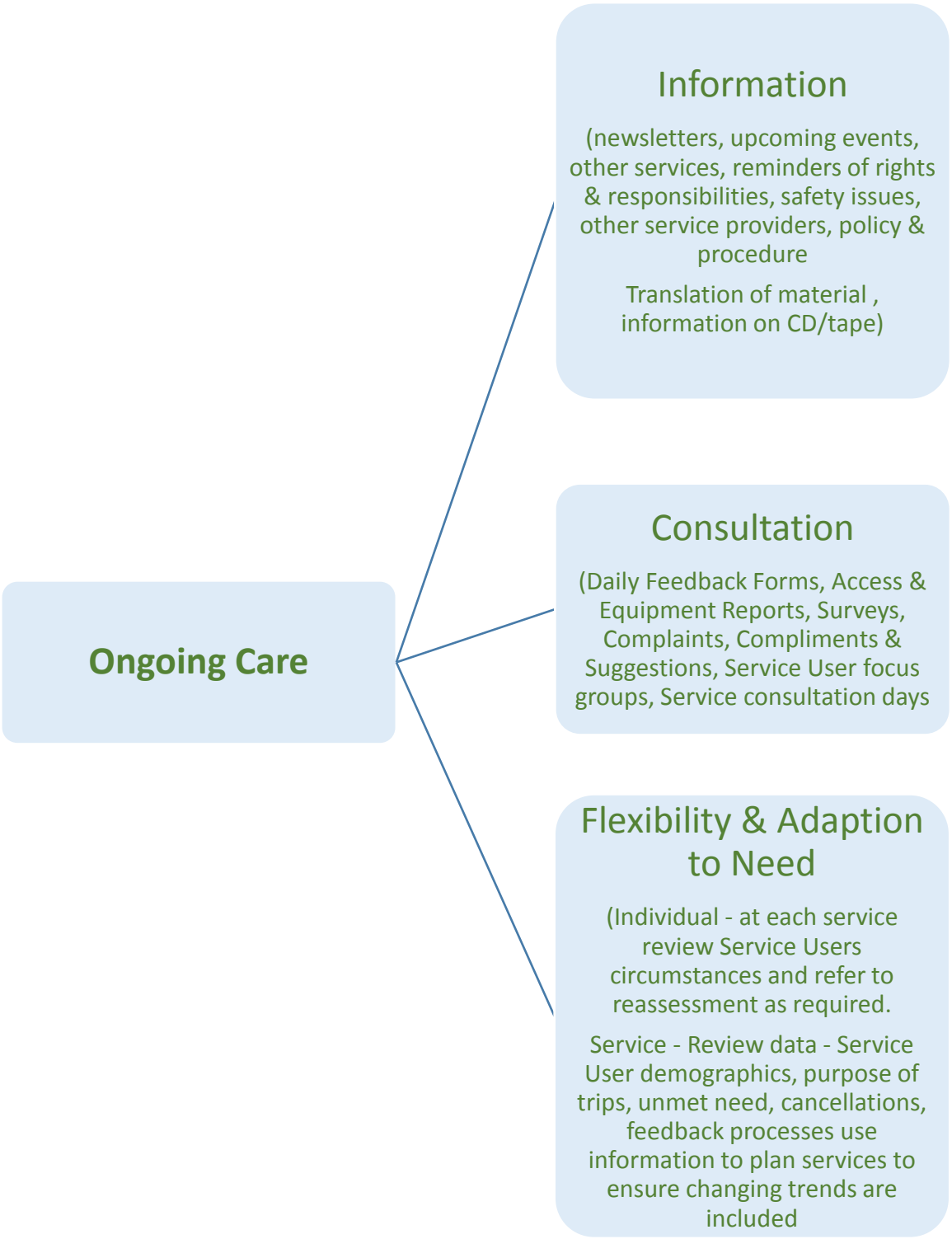
All Team Members taking Bookings and undertaking Intake / Reassessments

Procedure

Due to the nature of Community Transport services it is impractical to provide each Service User with a Service Care Plan, however the Service ensures that each time a service is provided the Service Users individual needs on that day are considered and included in service delivery.


Service User phones to make a booking
Information gathered
Date, Appointment Time, Destination, Carer, Duration, Return requirements etc)
Information given if booking accepted
(pick up time, fee, return arrangements etc)
Information given if booking not accepted
(reason for inability to provide service at time and date, Alternative solutions offerred, provision of assistance to change appointment if required)
If clients needs or circumstances have changed
(possible Risk Assessment completed may lead to reassessment, link to referral process, link to complaints process)


Service Delivery
Door to Door Service
Risk Assessment of environment & Service User needs on the day
(record changing needs, complaints, suggestions, need for reassessment, referral compliments)
Support provided to vehicle, within vehicle & confirmation of destination


Ongoing Care
Information
(newsletters, upcoming events, other services, reminders of rights & responsibilities, safety issues, other service providers, policy & procedure
Translation of material , information on CD/tape)
Consultation
(Daily Feedback Forms, Access & Equipment Reports, Surveys, Complaints, Compliments & Suggestions, Service User focus groups, Service consultation days
Flexibility & Adaption to Need
(Individual - at each service review Service Users circumstances and refer to reassessment as required.
Service - Review data - Service User demographics, purpose of trips, unmet need, cancellations, feedback processes use information to plan services to ensure changing trends are included

Should a Service User inform the Service of a change in their circumstances / needs a Request for Reassessment will be completed and provided to the Coordinator. The Coordinator will make a booking with the Service User to review all existing information and redesign the Service to cater to changing needs.

Should a Team Member report a change to the Service Users circumstances / needs a Service User Access / Equipment Report will be completed with the Service User and given to the Coordinator to action appropriately. Actions will be recorded on the Service User Access / Equipment Action Report and filed in the Service Users file.

Documents to be completed and/or related to this procedure

- DOC 3.04-1-1 Service User Codes
- DOC 3.05-2-1 Service User Access/Equipment Report
- DOC 3.05-2-2 Service User Access/Equipment Action Report
- DOC 3.05-2-3 Service Care Plan Flowchart
- DOC 3.05-3-1 Standard Letter – Change of Care Plan
- DOC 3.05-3-2 Request for Reassessment

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-3

Reassessment and Care Plan Review

Expected Outcome

The Service Stakeholders will be aware of the process undertaken to re-assess Service Users changing needs and review of care plans.

Training Requirements

Coordinator

Procedure

Reassessment

Re-assessments are to be completed as required and usually upon a new booking following a long absence from the service or as triggered by changing needs. All information on the original referral will be verified as being current with changes and/or new needs being documented. Team Members will be encouraged to report any information, requests for changes or concerns regarding changes in Service User circumstances (e.g. increased isolation, fluctuating health or the need for carer respite) on a Service User Access/Equipment Report or on a Request for Reassessment Form as appropriate.

The Service User will be involved in any reassessment and agreement will be sort regarding any changes in service. As much as possible the Service Users likes and preferences will be considered.

Triggers for a reassessment may include but are not limited to:

- Service User requesting a change in service;
- A Service Users stay in hospital;
- The death of a loved one;
- Change of residence;
- Service User behaviour changes (e.g. Service User withdrawing from activities where they usually participated);
- Change in financial circumstances;
- Change in health; or
- Change in carer status.

An appointment will be made with the Service User via a phone call for a reassessment. On occasion this phone call may establish that a reassessment is not required or that it is required urgently.

If other agencies are involved in providing services those services should be considered as part of the reassessment process to ensure that any change in service will not adversely impact upon the Service Users other services.

Results of Reassessment

The result of a reassessment will vary according to Service User need. Common results of reassessment include but are not limited to:

- Recognition of the need for referrals back to My Aged Care for other services;
- Improved co-ordination between agencies;
- Increase in service provided;
- Decrease in service provided;
- Cessation of service provided;
- Identification of WH & S/Duty or Care or behavioural issues;
- Change in Service User details (e.g. change of address etc.);

- Identification of new Service User goals and development of strategies to achieve;
- Identification of a shortfall in process or procedure to be action;
- Identification of suggestions/complaints regarding service; or
- Reviewed and updated Service Care Plans.

Review of Service Care Plan

Service Care Plans are reviewed each time a Service User makes a Booking.

Complaints

1.	Scheduled review	Coordinator	Reassessment date
2.	Reassessment Triggered	Coordinator	When necessary
3.	Appointment made with the Service User to undertake reassessment	Coordinator	As appropriate
4.	Reassessment conducted	Coordinator	As appropriate
5.	Service User records updated (hard copy and computer records)	Coordinator	After reassessment
6	Decisions from discussion at reassessment implemented and new care plan developed	Coordinator	After reassessment
7	Review actions recorded on the Computerised Service User Management System (e.g. Trips). Date set for next review. A note placed on Service User Ongoing Notes	Coordinator	After reassessment

The Service Users should be made aware that they can lodge a complaint should they have any concerns regarding their intake, reassessment or care plan review. This should be emphasized to them at the time of reassessment when the information in the Service Users Information Handbook is being explained.

If a Service User is not happy with their service provider the Coordinator, where possible, should arrange for an alternative Team Member to provide services.

Documents to be completed and/or related to this procedure

- DOC 3.05-2-1 Service User Access/Equipment Report
- DOC 3.05-3-1 Standard Letter Change of Care Plan
- DOC 3.05-3-2 Request for Reassessment

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-4

Coordination / Collaboration with other Agencies

Expected Outcome

The Service Stakeholders will be aware of how the Service co-ordinates with other agencies

Training Requirements

All Team Members

Procedure

Co-ordination with other government and non-government services at a local level is important to ensure that Service Users are empowered and services are provided in the most effective and efficient manner avoiding duplication or gaps in services.

A contact list of relevant services (including interpreter services) will be kept up-to-date by the Council. The Services will keep in contact with other relevant services through the attendance at Aged & Disability Forums, Meetings, Case Conferences (when appropriate) and Annual Regional Planning Days.

The Coordinator will ensure that other agencies are aware of the Services available so that they can promote the Service amongst their own Service Users and refer any people who may be eligible.

Attendance by Team Members at other meetings outside of the Service should be discussed with the Coordinator and should fulfil the following purposes:

- To co-ordinate services provided by the agencies.
- To co-ordinate services provided to a Service User by more than one agency.
- To discuss common issues and needs including training.
- To ensure that gaps in services are met across the region, and to avoid duplication of services.
- Co-ordination of services to an individual Service User is discussed in Case Management procedure.

Steps	Action/Evidence	Who does it	When
1	Ensure Promotion material is clear and up to date	Coordinator	Regularly
2	Ensure representation at relevant forums and networks Identify other agencies	Coordinator	As relevant
3	Service User care plans show co-ordination with other agencies when appropriate	Coordinator	At Intake & Reassessment

External Incidents and Situations

Team Members, Service Users and or other interested parties, who through the Community Transport service or activity become aware of an incident or situation which is beyond the operational scope of the organisation, should immediately report to the Coordinator who shall then notify an appropriate agency.

Community Transport Team Members shall not attempt to resolve, mediate or become in any way involved in a dispute, conflict or suspected trauma situation unrelated to the organisation's activities, except where a clear and immediate physical danger to a person is apparent.

Developing Collaborative Partnerships with Other Agencies

Service Users may benefit from a variety of collaborative ventures with other agencies including:

- Memorandum of Understandings – Agreements between agencies about how they will work together to improve outcomes for Service Users;
- Consortium Arrangements – Agreements between agencies who agree to form a consortium for the purpose of applying for funding;

- Partnership Agreements – Agreements between agencies who agree to undertake certain functions to improve the outcomes for Service Users (Memorandum of Understandings can take the place of partnership agreements); and
- Local Protocols – Agreement between local services regarding a common activities/service type that clearly states each agencies responsibility and common processes followed.

When considering collaboration with other agency/ies the Service will complete a Collaboration checklist to:

- Identify agencies that may be appropriate potential partners
- Analyse the benefits and costs of the collaboration with the selected agency/ies
- Conduct a risk assessment on the proposed venture
- Develop a memorandum of understanding/partnership agreement

Documents to be completed and/or related to this procedure

- DOC 3.05-4-1 Collaboration Checklist
- DOC 1.03-2-7 Memorandum of Understanding Example

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-5 Case Management

Expected Outcome

The Service Stakeholders will be aware of how the Service participates in case management

Training Requirements

Coordinator

Procedure

While the Service is not funded as a case management service, it does have a holistic approach to service delivery. Service Users cases within the Service are managed and referrals made to other services where needed. If a Service User is case-managed by another service, the Service will, with the Service User's permission, co-ordinate with the Case Management Service by inviting that agency to Case meetings (as appropriate), informing the Case Management Agency of any changes to services/care plans on the Notifications to Case Coordinator.

Steps	Action/Evidence	Who does it	When
1	Identify the services to be provided by the Service on the care plan.	Coordinator	At Intake & reassessment
2	Identify other agencies already providing services to a Service User (including Case Management agencies) on the CIARR	Coordinator	At Intake & reassessment
3	If the Service User has a case Coordinator, provide Case Manager with information regarding service provision	Coordinator	At Intake & reassessment

Documents to be completed and/or related to this procedure

- DOC 3.05-5-1 Notification to Case Manager

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers Information Provision
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-6

Service Types Provided to Service Users

Expected Outcome

The Service Stakeholders will be aware of the Service Type the Service is funded to provide.

Training Requirement

All Team Members

Procedure

The Service is provided with funds from various funding bodies. Currently the Service receives funding from:

Commonwealth Home Support Program (CHSP), Department of Health, and Transport for NSW administered by Transport for NSW.

For the following Service Types:

- Transport

The Service type descriptions change from time to time - the current service type description is contained within Document 3.05-6-1

Documents to be completed and/or related to this procedure

- DOC 3.05-6-1 Service Types Provided to Service Users

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 5. Service Access

PROCEDURE 3.05-7

Implementing New Services & Off site Activities

Expected Outcome

The Service Stakeholders will be aware of the process undertaken to ensure the smooth implementation of services & off-site activities.

Training Requirements

Team Members responsible for implementation of new services and/or off site activities

Procedure

New Services

Once a new service has been planned (see Planning & Evaluation Procedure) and resources have been allocated, the Service will ensure the following steps are undertaken to ensure the smooth implementation of the Service:

- Development of a promotion strategy including:
    - Service User Promotion (e.g. flyers, brochures etc.);
    - Service Provider Promotion (e.g. letters, presentations at networks etc.); and
    - Promotion to the General Public (e.g. media releases etc.).
    - All promotion to include:
        - Details of the service to be implemented;
        - How Service Users can Access the Service;
        - Cost of the Service; and
        - Commencement date of the Service.
- Direct Care Team Members are trained regarding:
    - the new Service;
    - the information that has been provided to public;
    - how to promote the new service to existing Service Users;
    - how to gather input to the new service from Service Users; and
    - administration arrangements for the new service.
- Development of Evaluation Strategy based on feedback from Service Users, the Community and Team members regarding the effectiveness of the Service. Feedback will be used to ensure the continuous improvement of services. (See Continuous Improvement Procedure). The Evaluation Strategy may utilise a variety of methods depending upon the individual service provided including:
    - Holding a focus group to discuss the new service (with service users, at networks etc.);
    - Conducting a survey (written/phone) of the Service Users, Community and Team members;
    - Collating verbal feedback given to Team members since the implementation; or
    - Analysing any complaints that have been received.

Changes to Existing Services

Once a decision has been made to make changes to an existing service a Promotion Strategy and Team members training will be undertaken. Promotion and Training may be undertaken as above or be adapted as required. For example a minor change to service may require a letter sent to Service Users and a memo to Team Members whereas a major change may benefit from same implementation process as a new service.

Outings

When planning and evaluating outings provided by the Service an Outing Information and Evaluation Report will be used to ensure that consideration is given to the planning of the outing to ensure a safe and enjoyable service is provided and that the feedback regarding the outing is considered in future Outing plans.

Events

When planning events (e.g. Christmas party, Service User Consultation) all off-site venues will be assessed to ensure they are suitable to the needs of Service Users using a Venue Checklist.

Steps	Action/Evidence	Who does it	When
1	Development of appropriate Promotion/Evaluation Strategy and Team Member Training	Coordinator/ delegated Team members	Prior to implementation
2.	Implement Service or Change to Service	Team	On agreed date
3.	Evaluate	Team	At agreed date
4	Use feedback to improve service	Coordinator	As identified or at next strategic planning
5	For Outings – Outing Information & Evaluation Report completed	Coordinator	Prior to and after Outings
6	Outings – Venue Checklist will be completed	Coordinator	In Planning stage of Outing

Documents to be completed and/or related to this procedure

- DOC 3.05-7-1 Outing Information & Evaluation Report
- DOC 3.05-7-2 Venue Checklist
- DOC 3.05-7-3 Promotion Strategy
- DOC 3.05-7-4 Evaluation Strategy

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice

- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints

Disability Service Standards

- 2. Participation and Inclusion
- 6. Service Management

PROCEDURE 3.05-8 Service Parameters

Expected Outcome

The Service Stakeholders will be aware of the Service parameters and how they may assist in the provision of service.

Training Requirements

All Team Members

Procedure

Physical Contact – All Team Members will respect Service Users right to be as independent as possible. Should a Service User require assistance the least invasive approach must be taken. Physical contact should only occur after the Service User has given permission. Examples include:

- Rather than leaning over the Service User to clip in a seatbelt; giving the seatbelt to the Service User to hold until the Driver is seated in the Driver's seat and can take the seatbelt and clip it in.
- Asking the Service User if they need assistance and following their instructions while ensuring your own safety.
- Clients assessed as requiring a carer whilst using the service must provide their own carer. Whilst our drivers are caring, they are not carers.

Collecting Fees – Service Users should be encouraged to handle their own finances. In some situations (e.g. bad lighting) the Driver may assist the Service User by pointing to the correct coins and notes.

Respecting Team Members and other Service Users - Service Users have a responsibility to treat other Service Users and Team Members with respect and consideration. Verbal Abuse, inappropriate language, bullying or harassment will not be tolerated on the Service.

Short Notice

Often our lives cannot be planned and appointments etc. may come up with very little notice. While the Service asks that Service Users provide as much notice as possible, the Service will try to provide service with short notice. Unfortunately due to the demand on the Service this may not always be possible or may require some flexibility on the Service Users part (e.g. assisting us by seeing if appointment time can be changed etc.)

Spare Capacity

Should a seat be available in a vehicle and a member of the general public requires transport that transport may be provided on a full cost recovery basis so long as no Service User eligible for service is unduly inconvenienced.

Hours of Service

- Office hours are 9.00am to 5pm Monday to Friday excluding public holidays.
- In town transport 7.30am to 5pm Monday to Friday excluding public holidays
- Out of town transport Monday to Friday. Volunteer drivers providing transport to service users to destinations out of Cabonne will not leave before 7.30am and must be back to the client's home no later than 7pm. Time frames are to assist with Health and Welfare of team members endeavouring to limit the length of hours worked in a day, allowing for weather conditions and road hazards.
- Christmas closure will be from close of business for Cabonne Council Offices for Christmas break to the second week of January the following year.

Day only Surgery Transport

Day only surgical procedures with service users returning home the same day will require a carer. To be eligible for return transport the service user must have a carer accompany them and the service user must provide their own carer. Whilst our drivers are caring, they are not carers.
Cabonne Community Transport Vehicles will not leave before 7.30am and must be back at the clients home no later than 7pm.

Child restraints

New national child restraint laws were introduced in NSW on 1 March 2010. All children up to seven years of age must now be safely fastened into the right restraint for their age and size.

The new national child restraint laws state:

- Children younger than six months must be secured in a rearward facing restraint.
- Children aged six months to four years must be secured in either a rear or forward facing restraint.
- Children aged six months to under four years must be secured in forward facing child restraint or booster seat.
- Children aged between four years and seven years must be restrained in an approved forward facing restraint or booster seat. Booster seats are used with an adult lap sash seatbelt and feature high back and sides.
- Children younger than four years cannot travel in the front seat of a vehicle with two or more rows.
- Children aged four years to under seven years cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in a child restraint or booster seat.
- It is strongly recommended children aged seven years and over stay in a booster seat until they are 145cm.

- Child restraints must be placed on the passenger side of the vehicle when spacing exists.

Fines and demerit points apply to drivers who fail to ensure all children are appropriately restrained in a vehicle.

Cabonne Community Transport will abide by the current 'Safer Child Restraint Rules'.

Cabonne Community Transport does not supply child restraints to passengers or clients; this is the responsibility of the parent/carer/agency of a child to supply the appropriate child restraint which meets the National Standards.

Team members of Cabonne Community Transport do not install child restraints; this is the responsibility of the parent/carer/agency. Team members will check and ensure the child restraint is installed securely by checking that the restraints are fastened correctly and that the seat is stable.

All children under the age of 16 must be accompanied by a responsible adult who is known to the client, has the permission or is the carer of that child and must stay with the child at all times.

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook

Corresponding Policy

- POL 3.05 Assessment and Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.05-9

Bookings, Scheduling of Services & Unmet Needs

Expected Outcome

Service Users will be aware of the procedures used to ensure equity of access in our bookings, service scheduling and how the Service records unmet need.

Training Requirements

All Team Members

Procedure

Booking a Service

Each and every booking from a service user for transport using our transport service must be matched to an available driver by the Coordinator.

All new service users of the service are encouraged to make their bookings as soon as possible after they get their appointments. This means that we have usually received all bookings (except emergencies and short notice appointments) at least three to five days in advance.

Each morning the service Coordinator will ring the volunteer drivers to arrange work for the following week.

Clients will then be rung the day before their appointment to be advised of the driver and their pick up time.

Scheduling/Allocating Services

Allocation of service users to the provision of service is carried out as far as possible to meet the requirements of the service user.

- Matching service user with volunteer driver
- Allocating appropriate vehicle
- Allocating multiple service users to vehicles in order to provide as efficient service as possible
- Scheduling times to ensure drivers meet legal and safety requirements.

Priority of Access

The financial resources of Community Transport may not always be sufficient to meet the needs of all those people who request services. In these circumstances, the following factors will be used to determine relative need of transport disadvantaged people.

The Passenger:

- Is socially or geographically isolated;

- Lives alone, or with a carer who is also frail aged or has a disability;
- Experiences difficulty with a range of the tasks of daily living;
- Has limited or non-existent social contacts;
- Needs medical or nursing help;
- Is financially disadvantaged;
- Has a family support structure at risk of breaking down;
- Has a high relative level of transport disadvantage.

Priority will be given to persons whose circumstances meet one or more of the above factors.

The relative need for carer's to obtain transport will be assessed on the following factors.

The Carer:

- Is caring for a person with a severe disability;
- Is the sole carer, has limited support networks or has dependent children;
- Is frail, ill, stressed or has a disability;
- Has extensive commitments which may include employment;
- Is socially or geographically isolated;
- Is financially disadvantaged.

Other factors which will also be taken into consideration include:

- The difference the service will make to the persons circumstances;
- The cost of providing the service.

Spare Seat Capacity

Spare seat capacity can be legitimately utilised to meet the needs of individuals or groups who are transport disadvantaged but who fall outside the specific eligibility criteria for the particular program through which the resource is funded (primary funding source).

All Transport for NSW funded Community Transport Operators should seek to maximise the value of their resources to local communities by utilising space seat capacity to alleviate transport disadvantage.

Community Transport Operators must be entirely satisfied individuals and groups seeking to utilise space seat capacity have no reasonable commercial or public transport options available to them.

Utilisation of spare seat capacity must not result in a reduced capacity to address the needs of a primary funding sources target group clients or to deliver outcomes specified in Funding Agreements.

Utilisation of spare seat capacity should not result in an increased demand for funding from the primary funding source.

Spare seat capacity made available to communities in accordance with the above points should be priced in a manner which:

- Recovers any additional costs which would otherwise be incurred by the primary funding source associated with the delivery of service; and
- Does not adversely impact on the clients of the primary funding source.

Recording Unmet need

Normally we do not have unmet need except in circumstances such as there are no volunteer drivers available or insufficient notice is given.

Where this does occur it is recorded in the TRIPS program utilising the following codes:

CODE	DESCRIPTION
NV	No volunteer
NTLN	To late/no solution
WTL	To late/with solution
BC	Beyond resources
CR	Cost

Documents to be completed and/or related to this procedure

Nil

Corresponding Policy

- POL 3.05 Assessment & Care Planning

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.06 Privacy and Confidentiality

Policy Statement

Cabonne Community Transport will conform to both state and commonwealth privacy legislation requirements regarding the collection, use and protection of personal information of our Service Users and Team Members.

Policy Protocols

Confidentiality refers to the obligation of non-disclosure by this agency of personal information unless it has the consent of the person concerned.

The Service will ensure privacy and confidentiality by:

- Collecting only the information required for service delivery;

- Informing people of the purpose for collecting the information;
- Providing individuals with access to their information held by the Service;
- Disclosing personal information to third parties only with the written consent of the individual;
- Securely storing Service Users personal information; and
- Destroying information in accordance with the Archives Act 1983.

In the following circumstances there is an obligation to report:

- a crime or intended crime;
- where the person is suicidal, safety is at risk, personal harm or being harmed (abused) by another; and
- warn a third party who is in danger.

The *Privacy Amendment (Private Sector) Act 2000* (Commonwealth legislation) outlines ten National Privacy Principles (NPPs).

Principle 1: Collection

Only collect information that is directly relevant and necessary using lawful purposes. Collect it directly from the individual and let him/her know the purpose of collecting it and how to access it.

Principle 2: Use and disclosure

Only use the information for the purpose for which it has been collected.

Principle 3: Data quality

Make sure the personal information you collect, use or disclose is accurate, complete and up-to-date.

Principle 4: Data security

Protect the personal information you hold from misuse and loss and from unauthorised access, modification or disclosure. Destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

Personal 5: Openness

Set out in a document clearly expressed policies on your management of personal information and make the document available to anyone who asks for it. If someone asks, let them know generally, what sort of personal information you hold, for what purposes, and how you collect, hold, use and disclose that information.

Principle 6: Access and correction

Provide the individual with access to the information on request. If an individual is able to establish that the information is not accurate, complete and up-to-date, you must correct the information so that it is accurate, complete and up-to-date.

Principle 7: Identifiers

Do not disclose an identifier (identifier includes a number assigned by an organisation to an individual to identify uniquely the individual for the purposes of the organisation's operations).

Principle 8: Anonymity

Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation.

Principle 9: Transborder data flows

You can only transfer personal information about an individual to someone who is in a foreign country if you believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the NPPs; the individual consents to the transfer; or the transfer is necessary for the performance of a contract between the individual and the organisation, or a third party.

Principle 10: Sensitive information

You must not collect sensitive information about an individual unless the individual has consented, or the collection is required by law; or is necessary to prevent or lessen a threat to the life or health of any individual, or you undertake to the individual that the organisation will not disclose the information without the individual's consent. You can collect health information if: the information is necessary to provide a health service to the individual, if the information is research relevant to public health or public safety; the compilation or analysis of statistics relevant to public health or public safety, is necessary for the management, funding or monitoring of a health service.

Adapted from Guidelines to the National Privacy Principles, Office of the Federal Privacy

Related Procedures

- PRO 2.03-1 Team Member Orientation
- PRO 3.02-1 Service User Information Provision
- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.06-1 Privacy and Confidentiality

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 6. Service Management

PROCEDURE 3.06-1 Privacy and Confidentiality

Expected Outcome

Team Members and Service Users are aware of, and adhere to, procedures that support Privacy Principles in the National Privacy Act.

Training Requirements

All Team Members

Procedure

Note: Various funding bodies may have specific requirements regarding privacy (e.g. the Commonwealth requires organisations to notify them immediately if your organisation becomes aware of a breach or possible breach of the Privacy Act).

The Service is committed to ensuring that details about Service Users and Team Members are kept confidential, and only disclosed with the persons' permission. This procedure is aligned to the Principles of the Privacy Act. The purpose of this procedure is to give information regarding the various aspects of service delivery where privacy & confidentiality are essential. Specific procedures regarding each topic are detailed in other parts of this Policy & Procedure manual. The Coordinator will review all funding agreements to ensure that the organisation's Privacy procedures remain compliant with all funding requirements.

The following aspects of service provision are considered to require consideration of Privacy & Confidentiality:

Collection & Provision of Information

- The only information held by the Service about a Service User will be information necessary to assess the need for a service and to provide the service. Information should be non-obtrusive and objective as possible, yet relevant and up-to-date.
- The only information held by the Service regarding Team Members will be personal information required for the employment/recruitment of Team Members.

- All entries in Service User and Team Member records will indicate the time and date when the entry was made, and enable the reader to identify the name and designation of the writer.
- All Service User and Team member note entries will be either written in ink so that they will not fade or be erased.
- The Service will provide Service Users and Team Members information regarding the purpose and use of personal information including who will have access to this information.
- Service Users and Team Members will be informed of their right to withhold information or provide information anonymously, if applicable.
- Service Users and Team Members will be informed of how to make a complaint regarding the collection, storage or use of their personal information.

Access to and Disclosure of Information

- The consent of the Service User or Team Members must be obtained to utilise the Service User's/Team Members name, photographs, videos or voice that identify an individual. Consent should be given using Consent to use Service User image/voice in Promotional Material form.
- The Coordinator and Community Services Manager are the only people authorised to divulge information related to Team Members, where it is legally and ethically justified.
- Only Team Members with a need (i.e. those involved with the care or support of a Service User, supervision of Team Members) will have access to personal information related to Service Users or Team Members.
- Service Users and Team Members will be made aware of their right to access their personal records by appointment and to request a copy of any document contained therein. When this is requested it will be done in the presence of the Coordinator. This right will also be made clear in Team Members Orientation Handbooks and Service User Information Handbooks.
- Access to employee records is restricted to the Coordinator. In cases of emergencies the 'First Contact' or nominated person/advocate on the computerised Service User Management System will be contacted to make immediate decisions about wellbeing. Where a Duty of Care matter arises after reasonable discussions have concluded that a decision must be made 'First Contact' will provide permission.
- Service Users have the right to read any personal information kept about them by the Service. Requests from Service Users to access files should be referred to the Coordinator who should ensure that assistance is provided for the Service User to access information on his/her file within two weeks. A Team Member should be made available to explain any terminology to the Service User.
- When a Service User joins the Service they are advised of the privacy and release of information procedures within the organisation including that information is kept confidential and is kept in locked filing cabinets or on a computer that only appropriate Team Members have access to.
- Information that is passed on is marked 'private and confidential' and the computer protected with security firewalls.
- Personal information will only be faxed or emailed if the receiving agency can ensure the security of the information provided.

- The only people authorised to read a Service Users' file are the Service User themselves, the Service Users' carer, the Service Users' advocate and the Service Users' legal guardian. Carers and Advocates must have the Service Users' permission, where this can be given.
- Access to some information may breach confidentiality of Team Members or another Service User and this information may be withheld.
- Consent to Release Information Form is to be used when information is being released for any other purpose than referral.
- Personal information regarding a Service User or Team Members may be disclosed if:
    - Informed consent is obtained from the person and this consent specifies the precise information and purpose for the disclosure;
    - There is a serious and imminent threat to an individual's life, health or safety;
    - There is a serious threat to public health or public safety; or
    - There is a legal obligation under the Crimes Act 1900 (NSW), the Crimes Act 1914, or the Coroners Act 1980 (NSW) to notify police about serious criminal offences, or the coroner's office regarding investigations involving the death of a person.
- Confidentially is between the Service User and agency (not particular Team Members) Team Members will inform the Service Users that they have to report any information that may impact upon the service provided to the office.

Steps	Action/Evidence	Who does it	When
1	Service User indicates their wish for information to be released	Service User	Anytime
2	Release of Information Form is completed	Service User	Anytime
3	Information is released	Coordinator	After consent obtained
4	Consent to release information filed in Service Users file	Coordinator	After information released

Storage of Personal Information

- Service Users or Team Members will be informed of the Service' responsibilities in relation to the protection of personal information through:
    - Service User Handbooks;
    - Service Agreements; and
    - The Service policies regarding privacy and confidentiality.
- All computers containing information regarding Service Users and Team Members will be password protected.
- Any Sub Contractors which the Service utilises will be required to provide confirmation that their policies and procedures comply with the appropriate privacy laws.

- The anonymity of Service Users and Team Members will be preserved for purposes of research, case presentations or conference papers.
- Personal information should only be copied when it is essential to do so.
- Service User Files and Team Members Files will be filed separately to generalist service administration files. Service User Files and Team Members files will be kept locked when not in use. Keys to Service User Files and Team Members/Volunteer files will only be provided to personnel with authorisation to access these files.
- Files removed from the office should be placed inside a plain manila folder which does not identify the Service Users and Team Members.

Length of time records are held

If a Service User ceases to access the Service, but may need to resume service at a later date, information relating to the Service User will be kept for a period of 2 years before being archived. If the Service will definitely not be resuming, Service User's records will be archived at the end of the financial year. All information regarding Service Users will be shredded seven (7) years after they cease to receive services.

Steps	Action/Evidence	Who does it	When
1	All Information kept on computer is password protected	All Team Members	Ongoing
2	Filing Cabinets containing Service User/Team Members files are kept locked with limited authorised access.	Authorised Team Members Only	Ongoing
3	Each Service User will have a separate file created on computer	Assessor	At point of Intake
4	Each Team Member will have a separate file created in hard copy and on computer	Management	At point of Employment or recruitment

Documents to be completed and/or related to this procedure

- DOC 3.06-1-1 Consent to Release Information
- DOC 3.06-1-2 Consent to use Service User Image/Voice in Promotional Material

Corresponding Policy

- POL 3.06 Privacy & Confidentiality

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice

- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.07 Compliments, Complaints & Suggestions

Policy Statement

Cabonne Community Transport respects each person's dignity by promoting the right of individuals to give compliments, complaints & suggestions to assist the Service to improve. The Service welcomes feedback as opportunities for service improvement.

Policy Protocols

Cabonne Community Transport will process Service User feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

The Service will respect a Service User's choice to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.

All compliments, complaints & suggestions will be verbally feedback to volunteers with complaints recorded on the Complaints Record Form and register.

Service Users who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.

The Service will ensure no Service User is discriminated against or be the subject of retribution due to making a complaint.

The Service will ensure Team Members are trained to encourage and support Service Users right to provide feedback to the Service.

Cabonne Community Transport continually seeks input from consumers, their carers and volunteers to assist with service improvement. All feedback, including complaints, will be used to improve the quality of the services provided.

Related Procedures

- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.07-1 Service User Compliments, Complaints and Suggestions
- PRO 3.10-1 Advocacy

Relevant Standard

Community Care Common Standards

- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 4. Feedback and Complaints
- 5. Service Access

PROCEDURE 3.07- 1

Service User Compliments, Complaints & Suggestions

Expected Outcome

Service Users will be aware of the importance the Service places on Service User input to service. Team Members will be aware of the correct procedure to encourage input and complaints.

Training Requirements

All Team Members

Procedure

Feedback from Service Users is important in ensuring that services are continuing to meet Service Users' needs and for planning appropriate services.

Compliments

Compliments are an important part of Service User feedback and can assist the Service to identify:

- if service development actions have been successful;
- if Team Members are providing quality services;
- trends in feedback;
- successes in enablement approaches to service; and
- qualitative as well as quantitative data for use in planning.

Compliments will be recorded on a Quick Compliments & Suggestion form or entered directly into the Compliments, Complaints & Suggestion Register on the computer system. As much as possible the Service User's own words should be used.

Complaints/Suggestions

An important source of feedback is Service Users' complaints and these are welcomed and encouraged by the Service.

All Service Users will be made aware of their right to complain and the use and availability of advocates. Service Users will be assured that they have a right to complain about the Service they are receiving without fear of retribution and that they can expect complaints to be dealt with promptly. The process for making a complaint is included in the Service User's Information Handbook which is presented and explained to Service Users at the time of intake. The Coordinator will take steps to ensure that Service Users feel comfortable to continue accessing the Service after making a complaint by following up any actions with the Service Users to make sure they were happy with the process.

The Service User has the right to use an advocate of their choice to negotiate on their behalf with Team Members of the Service. This may be a family member or friend, or an agency such as the Older Person's Rights Service or Disability Rights Service

Service Users will be reminded of complaints procedure at the time of reassessment, reviews, and through service Newsletter.

Team Members will be trained to take note of Service Users concerns and act promptly so that they are addressed as part of service monitoring and before concerns become a complaint.

Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put their case.

Compliments, Complaints and Suggestions can be made through:

- Completing a Quick Compliments & Complaints Form;
- Completing a Complaints Record Form;
- Contacting the Manager verbally or in writing;
- Responding to questionnaires and surveys;
- Attending Service User forums, meetings or planning days; or
- Contacting external complaints agencies such as the NSW Ombudsman, the Older Person's Rights Service or Disability Rights Service.

Informal Complaints

Informal complaints should be dealt with by the Coordinator or Community Services Manager unless it involves acts of misconduct, negligence or potential breach of the Service Duty of Care to the Service User. As much as possible Service Users' requests for an informal complaint not to be taken further should be respected. At times an informal complaint may wish to be discussed as a suggestion. Informal complaints/suggestions are recorded on a Quick Compliments & Suggestions Record Form and entered into the Compliments, Complaints & Suggestions Register.

Formal Complaints

Formal complaints are recorded on a Complaints Record Form and entered into the Compliments, Complaints & Suggestions Register. The record form is to be completed by the person receiving the complaint. Service Users are encouraged to raise their complaint with the Team Member concerned in the first instance.

Team Members that have had a concern or complaint expressed to them must document the matter on a Quick Compliments & Suggestion form or Complaints Record Form and enter it in the Compliments, Complaints & Suggestions Register and also discuss matter with the manager/supervisor. The manager/supervisor or appropriate person will enter matter onto Service User file (electronic and/or hard copy).

If the Service User is not satisfied with the outcome negotiated with the Team Members or they are not happy to discuss the issue with the Team Members member/volunteer concerned, they may contact the Manager, or use an advocate to negotiate on their behalf. The Service User complaint will be dealt with within 10 days of the complaint being made and the Service User informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

If the Service User is not happy with the outcome, the Service User may raise the issue with the Community Services Manager at Cabonne Council. The Community Services Manager will take the complaint and investigate accordingly keeping the Service User updated

regarding progress (each 5 days). The Community Services Manager will inform the General Manager of his investigations and the General Manager will make a determination. That determination will be advised in writing to the Complaint within 14 days of the complaint being received by the Community Services Manager.

If after approaching the above people, the issue is still not resolved, the Service User will be referred to the Aged Care Complaints Commission and the NSW Ombudsman.

Confidentiality of Complaints

As far as possible, the fact that a Service User has lodged a complaint (and the details of that complaint) will be kept confidential amongst Team Members directly concerned with its resolution. The Service User's permission will be obtained prior to any information being given to other parties, that it may be desirable to involve, in order to satisfactorily resolve the complaint.

Dispute between Service Users and carers

If Team Members become aware of a dispute between a Service User and their carer they will refer the situation immediately to the Coordinator and team members are not to get involved.

Documents to be completed and/or related to this procedure

- DOC 3.07-1-1 Complaint Record Form
- DOC 3.07-1-2 Quick Compliments/Suggestions Form
- DOC 3.07-1-3 Complaints Flowchart
- DOC 3.07-1-4 Compliments, Complaints & Suggestion Register

Corresponding Policy

- POL 3.07 Compliments, Complaints and Suggestions

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 6. Feedback and Complaints
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 4. Feedback and Complaints

POLICY 3.08 Service User Exit

Policy Statement

A Service User's transition/exiting from the Service will be conducted in a manner that ensures that reduces avoidable stress for the Service User and facilitates continuity of care or service delivery while ensuring the Service meets its funding guidelines.

Policy Protocol

The Service will minimise stress to the Service User during the exiting/transition process by:

- Ensuring the Service investigates all other options prior to exiting/transitioning the Service User and that these options have been discussed with the Service User where appropriate.
- Ensuring the Service User understands why it is necessary to exit/transition them to another service;
- Ensuring the Service User participates in all discussions regarding the exit/transition;
- Ensuring flexibility of service during the exiting/transitioning process

Related Procedures

- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.05-3 Reassessment and Care Plan Review
- PRO 3.05-5 Case Management
- PRO 3.08-1 Exiting Service Users
- PRO 3.14-1 Duty of Care & Dignity of Risk

Relevant Standard

Community Care Common Standards

- 1. Consumer Choice and Dignity
- 2. Ongoing Assessment and Planning with Consumers

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.08- 1 Exiting Service Users

Expected Outcome

Service Users will be aware of the process undertaken when exiting the Service.

Training Requirements

All Team Members

Procedure

Exit interviews will be conducted as and when applicable over the phone.

Exit Interviews will be conducted by the Coordinator and provides useful feedback about the Service for use in planning and evaluation.

A Service User may exit the Service for a number of reasons including:

- Being accepted into residential care;
- Moving outside the geographic areas covered by the Service;
- The Service no longer meets the Service User's needs;
- A compatible Team Member cannot not be maintained;
- The Service Users home or transport needs continue to constitute an unacceptable risk to the health or safety of the Service User and Team Members;
- The Service User continually refuses to abide by the Service User responsibilities agreed upon regarding use of the Service;
- The Service User requests the Service to be ceased;
- Improvements in a Service Users health or functional abilities no longer make them eligible for the Service;
- Death of the Service User;
- The Service User requests the Service to be ceased due to dissatisfaction; or
- After a review of the Service User's needs the Service may determine that the available resources of the program are insufficient to meet the changing/increasing Service User's needs and transition to another service may be appropriate.

Depending on the reason why the Service User is exiting the Service the following procedures will be applied.

If the Service User:

- is accepted into residential care;
- Service User moves outside the geographic areas covered by the Service; or
- dies.

The reason for the Service User exiting the Service will be entered on the computer records. The Computer file Service User will then be closed and archived for 7 years.

Steps	**Action/Evidence**	**Who does it**	**When**
1.	The reason for exit entered on computer records	Coordinator	At Exit
2	Service User computer file closed	Coordinator	When appropriate

If:

- improvements in a Service Users health or functional abilities no longer make them eligible for the HACC program; or

- the Service User requests the Service to be ceased due to dissatisfaction; or
- the Service User is accepted into another service/s better able to meet the Service Users changing needs.

A standard letter will be sent to the Service User enclosing a Service User Exit Survey for completion by the Service User to provide valuable feedback regarding the service provided.

Steps	**Action/Evidence**	**Who does it**	**When**
1.	The reason for exit entered on Service Users computer records	Coordinator	At Exit
2	Service User sent exit survey	Coordinator	When appropriate
3	Service User computer records entered into non-current Service User file	Coordinator	When appropriate
4	Feedback from Exit Survey Actioned	Coordinator	After survey returned

If the Service User needs change the Service may determine that they have insufficient available resources to provide a safe appropriate service and the Service User may transition to another appropriate service.

The Service User will be contacted and appointment made to discuss case and possible options the Service User will be reminded that they can choose to have a carer or advocate present.

At the meeting the reason for the need for the Service User to exit or transition to another service will be explained including the duty of care and staff training implications. A folder containing brochures of appropriate services will be made available to Service User. Alternative services will be discussed including the services and support to be gained from the Aged Care Assessment Team.

If the Service User approves referrals will be made and, if appropriate, a case coordination meeting will be arranged with appropriate services to support and arrange transition.

The Service User will be informed of their right to appeal decision and will be left with information regarding making a complaint. The Service User will be informed that lodging a formal complaint or appeal will not prejudice their future access to the Service.

It will be made clear to the Service User when and under what circumstances they can reapply for services.

The Coordinator (or nominated staff) will, when transitioning a Service User to a more appropriate service, be responsible for maintaining communication with an appropriate person at the other service to facilitate continuity and the Service User's successful transition to that service. These negotiations/discussions will be recorded in the Service User's computer record file.

After 2 weeks a standard letter will be sent to the Service User requesting an Exit Survey be conducted to provide valuable feedback regarding the service provided.

Steps	Action/Evidence	Who does it	When
1.	Contact Service User and make appointment to discuss situation	Coordinator	When appropriate
2.	Attend meeting and explain reason for needed transition. Discuss Options and agree on actions	Coordinator	As arranged
3.	Appropriate referrals are made	Coordinator	As arranged
4	Team Members maintain contact with other services to facilitate smooth transition	Appropriate Team Members	As required
5	Standard Letter requesting Exit Survey	Coordinator	After 2 weeks
6	Service User sent exit survey	Coordinator	As appropriate
7	Feedback from Exit Survey Actioned	Coordinator	As appropriate
8	The reason for exit entered on Service Users computer records and Service User computer record entered into non-current Service User system	Coordinator	At completion of process

If

- The Service Users home continues to constitute an unacceptable risk to the health or safety of the Service User or Team Members;
- The Service User continually refuses to live up to the Service User responsibilities agreed upon regarding use of the Service.

The Coordinator (or nominated Team Member) will make every attempt to assist and support the Service User to change their behaviour and/or make modifications to their home or transporting arrangements to facilitate their continued receipt of services.

However, should the above prove to be unsuccessful, the Coordinator will make appropriate referrals to other services, with the Service User's permission. If the Service User does transition to another service the process detailed in 2 above will apply

A standard letter will be sent to the Service User detailing the reason the Service is being withdrawn and under what circumstances it may be re-instated. The Service User will be advised of the Services Complaints Policy and the procedure for making a complaint should they wish to do so. The letter will also ask if the Service User is willing to participate in an Exit Survey

Steps	Action/Evidence	Who does it	When
1.	Contact Service User and make appointment to discuss situation	Coordinator	As appropriate
2.	Attend meeting and explain reason for service being withdrawn. Discuss Options and agree on actions.	Coordinator	As arranged
3.	If above unsuccessful - appropriate referrals are made	Coordinator	After meeting
4	Team members maintain contact with other services to facilitate smooth transition	Team Members	As required
5	Standard Letter detailing: • The reason the Service is being withdrawn and under what circumstances it may be re-instated. • The Services Complaints Policy and the procedure for making a complaint • Asking if the Service User is willing to participate in an Exit Survey	Coordinator	Two weeks after transition
6	Service User sent exit survey	Coordinator	If Service User willing to participate
7	Feedback from Exit Survey Actioned	Coordinator	As appropriate
8.	Any input necessitating changes to policy & procedure actioned and recorded	Coordinator	As appropriate
9	The reason for exit entered on Service Users computer records and Service User computer record transferred to non-current Service Users	Coordinator	As appropriate

Any input from the Service User, in any of the above situations, necessitating a review or change of procedure or policy of the organisation shall be acted upon by the Coordinator and the results recorded on the Exit Survey Form.

A copy of all correspondence and the reason for the Service User exiting the service will be entered on the Service User's hard copy file and on all computer records.

Documents to be completed and/or related to this procedure

- DOC 3.08-1-1 Service User Exit Survey
- DOC 3.08-1-2 Standard Letter sending Service User Exit Survey
- DOC 3.07-1-1 Complaint Record Form

Corresponding Policy

- POL 3.08 Exiting Service Users

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.09 Client Contributions

Policy Statement

Fees charged by Cabonne Community Transport will be determined by the Coordinator and will be consistent with the National Guide to the Commonwealth Home Support Programme (CHSP) Client Contribution Framework (2015) and the CHSP Programme Manual, which reinforces fairness, transparency and consistency in the collection of fees.

This policy will take into account the client's capacity to pay and will not exceed to actual cost to deliver the service. In determining this, the service will take into account partnered service users, those on compensation and those experiencing financial hardship.

Policy Protocols

All Service Users who can afford to, are expected to contribute to the cost of their service. This is to ensure that services are available to everyone that needs it. Client contributions collected will:

- Improve the sustainability of, and support the ongoing delivery of Cabonne Community Transport;
- Provide relevant safeguards for financial hardship clients by ensuring that those least able to contribute towards the cost of their services are protected;
- Set at a minimum 15% of a service providers CHSP grant revenue, as per the Client Contribution Framework.

Cabonne Community Transport has the responsibility to notify service users prior to services commencing:

- What the services' fees are, and agree on a contribution level;
- How fees are collected and methods of payment;
- Protocols if a client refuses to pay;
- What their responsibilities are in regards to contributing to the cost of service.

CHSP service users have the responsibility to:

- Pay any fees for services provided;
- Provide notice to Community Transport if a booked service is not required;

General principles

- The full cost of services will be charged if service users and receiving or have received compensation payments intended to cover the cost of community services;
- Those who are not eligible for subsidised services (for example, those under the age of 65 years) may be charged at a higher rate determined by the individual service;
- Pensioners should receive reduced fees for CHSP services.

Hardship Provisions

- Service Users who are undergoing financial hardship may request a meeting in person with the Coordinator to negotiate the client contribution fee.
- A service users fees may be reduced if a service user is experiencing financial hardship, or is likely to experience financial hardship by paying the standard or discounted fee.
- The aim of hardship arrangements is to help service users who are unable to pay their feed due to circumstances beyond their control or because they have used their financial resources to pay for essential expenses which is affecting their capacity to pay.
- It is at the discretion of the Coordinator to determine whether to reduce fees based on financial hardship and to determine how much the clients could reasonably afford to pay for the service if granted.
- If a service user is seeking a discounted fee (due to pension or low income) or is seeking special considerations due to financial hardships, clients must provide adequate information to the service to allow the Coordinator to determine a fee.

- All information related to a service users income will be treated with the strictest confidence.
- If referral is received by My Aged Care, the service user's pension status should be recorded on the referral. It is up to the Coordinator to follow up if these details are correct.
- If a service user refuses to provide their pension status or income information, the standard non-discounted fee will be charged.
- Hardship arrangements are not permanent and will be reviewed periodically. If granted the Coordinator will advise the service user in writing of the amount of the new (reduced) feed, and the proposed review / end date for the fee reduction.

Collection of Fees

- Service users will be provided with the costs of fees at time of booking the service;
- Service users are to pay the volunteer driver, either via cash or cheque for services delivered;
- A receipt will be issued upon payment of services;
- Bundling of services and / or a different fee structure may be considered for couples.

Service Users Failing / Refusing to Pay Fees

Where a service user in unwilling to or refuses to pay the agreed level of fees, the Coordinator may choose not to continue to provide services to the client.

Non-payment of fees will be recovered by options of:

- Deferred payments
- Part-payments over an agreed period of time

Continued non-payment of fees will be referred to Cabonne Council's Debt Recovery Officer.

Prior to services being ceased due to non-payment, the Coordinator will give written notice to the service user that their CHSP service with Cabonne Community Transport will cease from the specified date and that alternate service arrangements must be arranged by the client.

Review of Fees

The Coordinator will review fees annually in March to be implemented at the beginning of the new financial year.

Service Users may request that their fees be reviewed at any time, either due to financial hardship or change in income. The Coordinator will respond to this request within seven business day of receiving written notice.

Complaints about Fees

If a service user (or their representative) feels they have been charged incorrectly for services provided they must raise their concerns in regards to this directly with the Coordinator. Complaints will be dealt with fairly, promptly, confidentially and without retribution.

If the service user (or their representative) feel the issue is not resolved satisfactorily, the client may contact the Community Services Manager. If after this, the issue is still not resolved, they may contact the Aged Care Complaints Commissioner on 1800 550 552.

Related Procedures

- PRO 1.05-1 Financial Management

- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.09-1 Service User Fees

Relevant Standard

Community Care Common Standards

- 1. Consumer Choice and Dignity
- 4. Service and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.09-1 Client Contributions

Expected Outcome

The Service Stakeholders will be aware of current fees and how they are paid.

Training Requirements

All Team Members.

Procedure

Capacity to Pay

1. All Service Users will be informed of the fees associated with any service at the time of assessment or introduction of the Service.
2. In assessing Service Users' ability to pay for services the following shall apply:

- The assessment will be based on the Service User's own statement of their income. Details of expenditure or sighting of bank books etc. will not be required;

- Service Users will be asked to advise the Service of any significant changes in circumstances which may alter their status in relation to the payment/non-payment of fees (e.g. Receipt of compensation payments, a major unplanned expense etc.).

3. In charging fees for services the following principles will apply:

- The full cost of service will be charged if Service Users are receiving or have received compensation payments intended to cover the cost of community care;
- Payment of a fee for service will only be sought from Service Users who are assessed as having the capacity to pay;
- In cases of hardship or where Service Users request assistance, fees may be reduced or waived;
- Service Users shall be advised and reassured that services will not be refused or withdrawn if they are unable to pay the fee;
- Service Users will be advised of any forthcoming variation to fees that may affect them and be given the chance to provide input and ask questions; and
- All Service Users will be advised of the complaints process.

Scale of Fees

A sliding scale of fees is applicable for services provided. These are subject to review by the Coordinator every 12 months and may vary as a result. Information regarding fees is detailed in the Service User Information Handbook.

Services for Which Fees Are Not Charged

Fees do not apply to information, advocacy, assessment and review services.

Service Users in receipt of other HACC Services

Where a Service User is in receipt of services from other HACC funded services where possible they may experience financial hardship by accepting another service, negotiations with the Coordinator of the other services should occur (with the Service Users permission) to ensure that the Service User is not required to pay more than 20% of their income for the services provided. This may be achieved by all services reducing fees rather than one service having to waive a fee.

Collection of Fees

- Individual & Bus Transport - the Service User should pay the fee due to the Team Member at the time of service.
- Hiring of either project owned vehicle or brokerage vehicle – an invoice will be issued to the group. All invoices are to be payable within 14 days.
- If the Service User is unable to pay the fare at the time of service, the Team Member will advise the Office Team Member at the completion of the transport. Office Team Member will contact the Service User to organise for payment and/or review of fees.
- Team members are to hand in any fees collected each time they return to the office.

Steps	Action/Evidence	Who does it	When
1	Once the level of fee to be charged has been set, the Service Users will be advised (as part of their Service Care plan) of the fees payable.	Coordinator	At Assessment
2	The Service Users will pay the fee and be given a receipt using a Service receipt book on request	Direct care Team Members	At time of service
3	If the Service User is unable to pay the fee at the time of service, the Team Member will notify the Office at the end of transport. Coordinator will contact the Service User to arrange payment and/or fee review	Direct care Team Members Coordinator	As required
4	If the Service User is experiencing financial hardship they may apply for fees to be reduced/waived	Service User	As soon as hardship is identified
5	Deposit the fees collected and hand in copies of invoices	Coordinator	Each time Team Member return to office

Financial Disadvantage

Upon becoming aware of a service user is having difficulty in meeting the scheduled fee the situation will be discussed with the Coordinator and a reduced payment plan/waiver will be discussed.

The Service does not means test or ask intrusive financial questions to Service Users. When discussing reduction of the fee the Coordinator will utilise only information freely provided by the Service User. The Coordinator may offer the Service User:

- A 25% reduction;
- A 50% reduction; or
- A 75% reduction

depending upon circumstances.

Appeals Mechanism

A Service User's right to appeal is included in the Service User Information Handbook and is fully explained at the time of assessment and reviews.

Documents to be completed and/or related to this procedure

- DOC 3.02-1-1 Service User Information Handbook
- DOC 3.05-2-2 Service User Access/Equipment Report
- DOC 3.09-1-1 Scale of Fees
- DOC 3.09-1-2 Request for Financial Assistance Form
- DOC 3.09-1-3 Financial Disadvantage Register

Corresponding Policy

- POL 3.09 Service User Fees

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumer
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.10 Advocacy

Policy Statement

Cabonne Community Transport supports and encourages the Service Users right to nominate an advocate of their choice to represent their interests at any time.

Definitions

Advocate: Is a person who has the authority of the Service User and who represents their interests. An advocate can be a family member, a friend or an agency appointed by or for the Service User.

Policy Protocols

- Where ever possible the Service User should be encouraged to be their own advocate.
- Service Users are supported to make their own decisions including the decision to nominate an advocate or change their choice of advocate at any time.
- The Service will support the Service Users to connect with an advocacy service; and will maintain an advocacy resource/contact list.
- The Service will refer Service Users to appropriate advocacy services, or recommend appropriate citizen advocates, when requested by our Service Users.
- The Service identifies if a Service User has a formal guardian.
- The Service will show respect and work cooperatively with any advocate chosen by the Service User to ensure the Service User's best interests are heard and addressed.
- The Service will communicate comprehensively with a Service User's chosen advocate and provide information to them about services but only with the express wishes and permission of the Service User.
- Advocates are invited to participate in the intake, care planning and reviews.

- The Service will advocate for Service Users with other agencies or with family members, to support the Service User's expressed choices and where abuse exists.
- As part of the review process Service Users are reminded about their right to choose an advocate to participate in their affairs with the Service.
- Team Members are educated about advocacy and Service Users right to utilise an advocate of their choice.
- Service Users with dementia are encouraged to have an advocate present at assessment and reviews.

Related Procedures

- PRO 3.02-1 Service User Information Provision
- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.05-3 Re-assessment and Care Plan Review
- PRO 3.07-1 Service User Compliments, Complaints and Suggestions
- PRO 3.10-1 Advocacy

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.10 Advocacy

Expected Outcome

The Service Stakeholders will understand what an advocate is, be aware of how the Service encourages the use of advocates and how Service Users can appoint an advocate.

Training Requirements

All Team Members and Service Users

Procedure

An advocate is a person who, with the authority of the Service User, promotes and represents the rights and interests of the people.

Service Users may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by the Service as representing the interests of the Service User.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the Service User and the Service.

Appointing an Advocate

Service Users wishing to use an advocate will be sent a Notification of Appointment/Change of Advocate form for completion and return. The Service User has the right to change their advocate at any time and should inform the Service so a fresh Notification of Appointment/Change of Advocate Form can be sent to the Service User.

Team Members will refer Service Users to Advocacy Services as relevant.

Service Team Members will receive training in the use of advocates.

Team Members will ensure Service Users are aware of their right to use an advocate. This information is available in the Service User Information Handbook and will be explained at formal assessments, reassessments and reviews and through informal discussion.

When appointed the Advocate will be given Guidelines for Advocates.

Steps	Action/Evidence	Who does it	When
1	Service User wishes to appoint an advocate	Service User	At any time
2	Notification of Appointment/Change of Advocate completed	Service User & Coordinator & Advocate	At a mutually convenient time

3	Service notes advocates details on Service User file, care plan and computer records		Within 7 days of appointment
4	Advocate is given Guidelines for Advocates	Coordinator	At appointment of advocate

Team Members acting as Advocates

A Team Member may only act as an advocate for a Service User in a one-off capacity and only if performing such advocacy will not unduly impact upon their existing workload or other Service Users. The Service Users request for this service will be noted on the Service Users file. The one-off advocacy does not constitute any formal advocacy agreement with the Service User. One off advocacy can only be provided on an individual case by case basis and must not imply or infer any ongoing advocacy relationship with the Service User.

Examples of Team Members acting as one- off Service User advocates include:

- negotiating for medical appointment changes to make travelling arrangements more reasonable; or
- helping a Service User fill in a form.

Steps	Action/Evidence	Who does it	When
1	Service User wishes one-off advocacy assistance from the Service	Service User	At any time
2	Request is noted on Service Users record.	Team Member	At any time
3	Assistance is provided if within parameters of above procedure	Team Member	As soon as possible

Documents to be completed and/or related to this procedure

- DOC 3.10-1-1 Guidelines for Advocates.
- DOC 3.10-1-2 Notification of appointment/change of Advocate
- DOC 3.10-1-3 Advocacy Services

Corresponding Policy

- POL 3.10 Advocacy

Relevant Standards

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 6. Feedback and Complaints

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.11 Abuse

Policy Statement

Cabonne Community Transport considers the abuse of older people or people with disabilities to be unacceptable. The Service promotes safety and the right of people to live without fear of threat or harm and to be free from the violation of all forms of abuse. The Service acknowledges that the promotion of the safety of individuals in the care, or potential care of the Service is the responsibility of management, Team Members of the Service.

The Service will work to identify any potential, suspected or actual abuse.

Policy Protocols

The Service believes that older people or people with disabilities have the right to:

- Be treated with dignity and respect;
- Make their own decisions and choices;
- Live in a safe environment; and
- Have access to the protections available to other adults in the community.

Team Members will be screened, with reference checked, and will undergo a police check. All team members who work unsupervised with Service Users will have a police check renewed every 3 years.

All Team Members are provided with a copy of the Team Member Orientation Handbook which highlights the Service's expectation of Team Members behaviour towards Service Users.

During orientation all Team Members will receive education in relation to Service User rights and identifying and reporting suspected incidents of Service User abuse.

Team Members will immediately report all suspected cases of abuse to the Coordinator.

Any Team Members suspected of abusing a Service User will be immediately removed from the involvement of the Service User while allegations are investigated.

The Coordinator will ensure the interests of the victim take precedence over those of the victim's family or of other members of the community and will:

- Assess the Service User's need for immediate medical attention and if required, ensure that it is provided;
- Arrange emergency respite care, admission to hospital or referral to the police if the alleged abuser needs to be separated to ensure the Service User's safety while respecting the rights of the abuser;
- Where necessary contact family members, the Service User's general practitioner and other community services involved;
- Report all suspected or confirmed cases of abuse to the Cabonne Council; and
- Once investigated, the Coordinator will determine if there is a legal requirement to report the incident and will ensure the matter is notified to the appropriate authority/s.

The Service acknowledges that each case of abuse is unique and that the determined interventions should take into account the nature and context of the abusive relationship and whether consent for intervention is given, other than in a situation where the law requires the matter to be reported.

The Service will maintain confidentiality of information and management of communication and documentation related to the incident of abuse in accordance with Privacy and Confidentiality Policy.

Team Members who have been involved in an incident of abuse related to one of their Service Users will be referred to counselling and support if deemed necessary and appropriate.

Related Procedures

- PRO 2.03-1 Team Members Orientation
- PRO 2.06-3 Team Member Supervision and Support
- PRO 3.11-1 Abuse Identification
- PRO 3.11-2 Conflict between Service User & Carer
- PRO 3.11-3 Receiving Gifts from Service Users
- PRO 3.14-1 Duty of Care & Dignity of Risk

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.11-1 Abuse

Expected Outcome

The Service Stakeholders will be aware of how to identify suspected Abuse, what to do and what support will be provided.

Training Requirements

All Team Members

Definitions

Abuse: The wilful or unintentional harm caused to a person by another person with whom they have a relationship implying trust.

Neglect: The failure of a carer or responsible person to provide the necessities of life (or the refusal to let others provide these) to an older person or person with a disability.

Physical Abuse: The infliction of physical pain or injury or physical coercion. This can also involve the overuse or under use of medication.

Sexual Abuse: A broad term used to describe a range of sexual acts where a victim's consent has not been obtained or where consent has been obtained through coercion.

Psychological Abuse: The infliction of mental stress involving actions or threats that cause fear of violence, isolation, deprivation, and feelings of shame and powerlessness.

Financial Abuse: The illegal or improper use of a person's property or finances. This includes misuse of power of attorney, forcing a person to change their will, taking control of a person's finances against their wishes, or denying them access to their own money.

Procedure

All Team Members are encouraged to identify situations of abuse of Service Users and carer's.

All Team Members are required to work within the guidelines of this procedure to ensure the safety of all Service Users and carer's.

Team Members are to report all incidents of perceived or witnessed abuse to the Coordinator. The Coordinator will then take steps to offer support and/or to refer to appropriate agencies.

Potential, suspected or actual incidents of abuse are to be reported at the earliest possible opportunity to the Coordinator. Not reporting abuse is not keeping the Service Users confidentiality it is a breach of Duty of Care.

It is the Coordinator's responsibility to assess the situation and act accordingly.

It is the responsibility of all Team Members to:

- Attend training to assist in identifying cases of abuse.
- Report situations of suspected and/or actual abuse to the Coordinator as soon as possible.
- Implement policy and procedures regarding abuse.
- Take advantage of support offered to you (e.g. debriefing, counselling).
- To support team members who have reported an incident.

Note: If a Team Members witnesses an actual physical assault it is a reportable offence and the Police may be called immediately

Those persons reporting abuse or possible abuse will be offered debriefing and support. Team Members are encouraged to feel free to talk to the Coordinator about the effects of being a part of these distressing situations. Counselling may be arranged by the Service.

The following may be signs that abuse is taking place and should be reported to the Coordinator for investigation.

1.Physical evidence -	Bruising Markings Observed hitting

	Rough Handling Evidence of Restraints Appearance of mal-nourishment Illness not attended to Poor general hygiene Poverty of Environment
2.Emotional evidence	Crying Anger Fear Wanting to run away/running away Nervousness Tension Depression Suicidal Not willing to speak for themselves, watching for others reaction when speaking
3.Verbal evidence	Yelling Name calling Put downs Abusive swearing

The Coordinator will investigate all reports of suspected or actual abuse. This may involve (but not limited to):

- Visiting the Service Users home to observe situation with another person;
- Meeting with the Service User at home or at the Service or at other venue selected by the Service User with another person;
- Meeting with the carer at home or at the Service or at other venue selected by the carer with another person;
- Doing a reassessment of need;
- Making referrals to appropriate agencies;
- Providing increased support for carer;
- Monitoring situation; or
- Contacting Police.

The Coordinator will seek advice from the primary assessment agency even if abuse is suspected rather than confirmed.

Referrals for a full assessment to be made to Aged Care Assessment Team, if person is younger with a disability refer to Community Options. NSW Police Services (Domestic Violence officer) may offer support or incident is reported to the team.

Two people should form the assessment team in situations of abuse. They may be from the same organisation or from different agencies. The assessment team may:

- Conduct a holistic assessment process on the Service User and the carer;
- If possible, confirm the alleged abusive situation and the nature and extent of the abuse;
- Identify and give information on available support options;
- Identify and, where appropriate, arrange support services to meet needs.
- Gain agreement and permission for intervention through case management, legal or support services develop an interim case plan;
- refer the Service User/carer to a primary case Coordinator;
- May call in the Police (Domestic Violence) if abuse is immediate;
- Have evidence of abuse identified by local GP;
- Document all evidence and names of persons present; or
- Develop an interim case plan.

In some situations, a case Coordinator may need to be appointed to co-ordinate and oversee a situation. Guardianship may also need to be applied for, as a normal process the ACAT team will be asked to case manage/make application, to separate Guardianship from service delivery.

The Dealing with the Situation Flowchart details the process for identification and reporting of suspected abuse.

Documents to be completed and/or related to this procedure

- DOC 3.11-1-1 Abuse Procedure Flowchart
- DOC 3.11-1-2 Dealing with the Situation Flowchart

Corresponding Policy

- POL 3.11 Abuse

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion

- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.11-2 Conflict between Service User and Carer

Expected Outcome

Cabonne Community Transport recognises that conflicts between people are expected, however if not resolved conflicts may also escalate into abuse. For this reason the Service will provide assistance to Service Users and Carers to resolve conflicts effectively.

Training Requirements

All Team Members

Procedure

Should any Team Members become aware of a conflict between a Service User and their carer they will complete a Service User Access/Equipment Report and inform the Coordinator as soon as possible.

The Coordinator will then investigate the situation and attempt to resolve through:

- Provision of additional information
- Discussion with the Service User & carer if appropriate
- Referral to appropriate services such as professional mediation or the Aged Care Assessment Service
-

Steps	Action/Evidence	Who does it	When
1	Conflict recognised	Team Members	During service delivery
2	Report to Coordinator on Service User Access Report	Team Members	As soon as possible
3	Investigation of the issue	Coordinator	As soon as possible
4.	Attempted resolution of the issue	Coordinator	As soon as possible
5.	Referral to appropriate agencies to assist with resolution	Coordinator	If conflict has not been resolved by steps 3 & 4
6.	Service User file updated with notes	Coordinator	At each step during the process
7.	Service User/carer monitored regarding interaction	Team Members/Coordinator	During continued service provision

Documents to be completed and/or related to this procedure

- DOC 3.05-2-1 Service User Access/Equipment Report

Corresponding Policy

- POL 3.11 Abuse

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.11-3 Receiving Gifts from Service Users

Expected Outcome

The Service Stakeholders will be aware of the procedure followed if offered gifts by Service Users.

Training Required

All Team Members

Procedure

A gift is anything that is useable and/or has a monetary value. Team Members must recognise that if they are offered a gift from a Service User it is due to their employment or volunteer role with the Service.

It is natural for Service Users to sometimes want to give a gift to a Team Member, however, the Service has a Duty of Care to Service Users to protect them from situations that could be perceived as abuse of position.

The acceptance of a gift may place a Team Member or Service User in a situation where they may feel a debt is owed. This could also lead to a Service User receiving, or being perceived as receiving, preferential treatment or the Service User feeling obligated to provide further gifts to the Team Member.

Team Members must not encourage Service Users to give gifts.

Should a Service User wish to give a gift of money Team Members must ensure all moneys are receipted and recorded as a donation to the organisation.

Service Users who continually try to give gifts must be referred to the Coordinator who will discuss the organisation's policy with them.

To ensure that Service Users are not placed in a position of potential abuse no Team Member will accept any gift over the value of $10 or a small amount of home produce (such as a cutting of a favourite plant, homemade jam) is acceptable. Any team member receiving such a gift from a Service User must notify their supervisor immediately and have the item placed on the Gift Register, recording the gift protects both the Service User and the team member.

Should the gift register indicate a trend for particular Service Users to repeatedly give gifts to team members in general and/or specific team members the Coordinator will contact the Service User to discuss the issue and assure the Service User that the fee they pay for service is adequate and that while their gifts are appreciated the Service would prefer that they use their money/resources to make their own lives more comfortable rather than giving gifts to the Team Members.

Additionally it is inappropriate for any team members to:

- Accepts loans from Service User
- Ask for anything from Service Users in return for special consideration/services
- Make an offer or suggestion of purchase to Service Users regarding any property of the Service User (refer to Code of Behaviour & Confidentiality Agreement)

Documents to be completed and/or related to this procedure

- DOC 3.11-3-1 Gift Register

Corresponding Policy

- POL 3.11 Abuse

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 4. Services and Supports for Daily Living
- 6. Feedback and Complaints
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.12 Assisting Service Users with Medication

Policy Statement

Cabonne Community Transport acknowledges that medicines make a significant contribution to treatment and prevention of disease, increasing life expectancy and improving an individual's quality of life.

Given the Service type, Team Members are not to be involved in the provision of medication to Service Users.

Policy Protocols

No Team Members will provide medication to Service Users. Team Members may, if requested by the Service User, get the Service User a drink to enable the Service User to take their medication. No Team Members will give the Service Users advice or their opinion regarding medications or the taking of medication. If any Team Members has any concerns regarding a Service User and their medication that concern must be reported to their Supervisor as soon as possible.

Related Procedures

- PRO 3.14-1 Duty of Care & Dignity of Risk

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.13 Handling Service Users Funds

Policy Statement

Cabonne Community Transport believes that all Service Users have the right to independence and support to manage their own financial affairs.

Policy Protocols

It is the policy of Cabonne Community Transport that all Service Users should be encouraged and supported to manage their own finances and that the Service should avoid unnecessary involvement in Service User's financial matters whenever possible. The Service has a responsibility to ensure that suitable arrangements exist, or suitable referrals are made to appropriate services for Service Users having difficulties in managing their own financial affairs.

Related Procedures

- PRO 1.05-1 Financial Management
- PRO 3.02-2 Service User Rights and Responsibilities
- PRO 3.05-1 Assessment
- PRO 3.09-1 Service User Fees
- PRO 3.13-1 Handling Service User Funds

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.13-1 Handling Service Users Funds

Expected Outcome

Cabonne Community Transport Stakeholders will be aware of the procedure endorsed by the organisation with regarding to handling Service User funds.

Training Requirements

All Team Members

Procedure

If, during a Service User intake and/or review it is determined by the Coordinator that the Service User is having difficulty managing their funds the following will be undertaken:

- The Service will ensure that Service Users have access to appropriate financial management services required to maintain their independence and financial security.
- Where the Service may provide assistance to Service Users when paying their fee by pointing to the correct amount Team Members will be given clear directions regarding their role, including the limits of the assistance to be provided.
- Team Members will immediately report to the Coordinator any indicators of financial abuse.
- Team Members will report using the Service User Access/Equipment Form any concerns regarding the Service Users ability to manage their own finances.

Steps	Action/Evidence	Who does it	When
1	Identification of Service User having difficulties managing their funds	Team Member	Anytime
2	Referral to appropriate agency	Coordinator	When necessary

Documents to be completed and/or related to this procedure

- Nil

Corresponding Policy

- POL 3.13 Handling Service User Funds

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 2. Ongoing Assessment and Planning with Consumers
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion

- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.14 Duty of Care & Dignity of Risk

Policy Statement

Cabonne Community Transport recognises that through the operation of services, the organisation has a duty of care to Team Members and Service Users. The organisation will respect the Service Users Dignity of Risk as long as it does not adversely impact upon the organisations duty of care obligations. The organisation will ensure they fulfil their duty of care to Service Users, volunteers and Team Members in all aspects of the Services operation by ensuring that appropriate working standards and care standards are met.

Definitions

Dignity Of Risk: Is the belief that each person that is aged, frail aged or with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their wellbeing. Each person experiencing a risk, of which they have been informed, is to receive support in the situation.

Duty of Care: Is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission.

Negligence: The failure of a responsible person to provide the necessities of life (or the refusal to let others provide these) to an older person or person with a disability.

Could Reasonably Be Foreseen: Refers to acts and omissions which a reasonable person in that situation should predict could lead to harm. So you must attempt to predict the consequences of your actions and inactions.

Harm: Can include physical harm (injury, disease) psychological harm and financial harm or 'loss. (Not loss of reputation).

Someone: Includes a Service User, a worker, a volunteer, a visitor, and to a limited extent, the general public.

Policy Protocols

Cabonne Community Transport recognises that every person owes a duty of care to every other person who is reasonably likely to be injured by the first person's actions or failure to act.

The appropriate standard of care is assessed on what action could reasonably be foreseen by a reasonable person in a particular situation.

Team Members will use their professional skills and experience to decide on what actions they should take in each situation of potential harm. Where possible, decisions should be discussed with the Coordinator.

Duty of Care will take precedence over the right of informed individuals to take calculated risks where that risk may pose a threat to the health and/or safety of the Service User and/or others.

Except in cases of known Service User diminished capacity, the Service recognizes that everyone has a right to an assumption of competence.

The Law

Duty of Care is a matter of Law. For a civil damages claim against either the Team Members or a Service to succeed, the claimant has to prove negligence by showing that:

- Harm was actually caused;
- The alleged harm resulted from a breach of Duty of Care;
- The resultant harm was foreseeable; and
- Reasonable steps were not taken to avoid harm.

To establish negligence it must be shown that:

- duty of care existed;
- there has been a breach of duty, meaning the accident could have reasonably been foreseen, and the person failed to take reasonable steps to prevent the accident from occurring;
- harm has been suffered; and
- the harm was a result of the breach of duty of care.

Team Members should be clear about policies, procedures and instructions that assist in ensuring duty of care.

Related Procedures

- PRO 3.04-1 Diversity
- PRO 3.05-1 Assessment
- PRO 3.05-2 Service Care Plans
- PRO 3.05-3 Reassessment & Care Plan Review
- PRO 3.05-5 Case Management

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.14 Duty of Care & Dignity of Risk

Expected Outcome

Cabonne Community Transport Stakeholders will be aware of their responsibilities under Duty of Care and Dignity of Risk

Training Requirements

All Team Members

Procedure

Team Members should ensure that they consider the following procedure carefully as Duty of Care is a legal issue and how Team Members respond to situations could be used in legal proceeding.

Factors to be considered in situations of potential harm include:

- The risk and likelihood of harm including abuse;
- The sorts of injuries that could occur and an assessment of the seriousness of those injuries;
- Precautions that could be taken to minimise the risk of harm or seriousness of the injury; and

- Current professional standards about the issues.

Avoiding harm or injury involves:

- Determining when harm or injury is foreseeable;
- Taking account of the seriousness of the potential harm or injury;
- Assessing risks from the other person's perspective;
- Recognising that some risks are reasonable;
- Not actively harming or injuring the other person;
- Avoiding discrimination and overly restrictive options;
- Avoiding compromises to the rights of others;
- Noticing risks that the person alerts you to;
- Recognising when people are at risk of injury from others;
- Supporting people to confront risks safely; and
- Safeguarding others from harm or injury.

Maintaining Duty of Care will be greatest to those who are relying on the Team Member the most.

The Service will ensure that all Team Members provide a standard of care commensurate with their position and the Service ensures the best outcome for each Service User whilst respecting the person's right to choose to take risks.
The Service believes that all Service Users have the same rights as other members of society to take risks and will assist the Service User to enjoy the broadest range of life opportunities and experiences, in an environment of care, support, information and education.

The Service provides clear job descriptions, Team Member orientation and ongoing training to ensure that all Team Members are aware of:

- Their roles and its limitations;
- Their accountability to their supervisor;
- The extent to which they can support Service Users within their role; and
- How to report concerns and issues to the Service.

Being aware of the above supports the Service in ensuring duty of care is taken into account when providing service.

The Service maintains their Vehicles, Registration and Green slip Insurance to ensure the protection of the Service User's compensation in the event of an accident causing injury to Service Users or Team Members. (Green slip insurance does not cover the driver at fault). The Service holds Public Liability Insurance, Workers Compensation Insurance and Motor Vehicle Insurance. All Team Members are made aware that their duty of care includes complying with standard road rules when driving Service Users or anyone else while working at the Service.

Confidentiality -v- Duty of Care

Confidentiality is between the Service and the Service User - not individuals within the Service. Therefore should a Service User tell a Team Member anything that could have an impact on

how the service it provided the Team Member is obligated to pass that information onto the Coordinator. The Team Member will inform the Service User of this obligation.

The Service duty of care could affect Service User confidentiality in two different ways:

Duty to disclose.

If someone tells a Team Member in confidence that someone else may be at risk of harm, that Team Member has a duty of care to that other person that might override your duty of confidentiality to the person who told you.

Duty NOT to disclose.

If disclosing confidential information could lead to someone suffering harm, then Team Member duty of care to that person suggests that Team Member should not disclose the information.

However there are exceptions to the above and where specific legislation applies to the situation the specific provisions of the legislation should be followed.

Anti-discrimination laws ensure that Duty of Care is not applied in a way that is discriminatory. (e.g. by denying a service to someone because of a certain disability or health status). Examples include:

- The Public Health Act prohibits service providers from disclosing a Service User's HIV status to anyone with the Service Users expressed permission. For example: You believe that a man who is HIV + is having unsafe sex with someone else. The Public Health Act says that you mustn't tell the other person that the man is HIV+ without his permission. (The Public Health Act does, however, allow you to notify the Health Department if you think someone's health is at risk through someone else's health status. This may be one way of addressing your duty of care in this situation). The Service promotes health and hygiene training and procedures to ensure all Team Members are aware of the proper procedures to ensure their own health and safety from communicable diseases; or
- The NSW Crimes Act makes it an offence to withhold information from police in the course of their investigations.

Subpoena.

If a person is subpoenaed from work it may require the person to give the court the services files on a particular Service User. It is therefore important that all Service User notes are recorded in a factual way, noting exactly what occurred, what was witnessed etc. without judgement statements such as "I think" etc. Judgement statements can be questioned in court "did the person have the proper education to make a judgement" "was a person's judgement influenced by their own opinions" etc. There are ways to try to limit the disclosure required by a subpoena. Legal advice should be sort immediately.

Giving Advice/Information

Advice involves using personal judgement to formulate what the individual believes to be the appropriate action for the Service User to take. NO TEAM MEMBER WILL GIVE ADVICE TO A SERVICE USER.

It is the role of every Team Member to ensure that Service Users are given correct, up to date information to allow them to make informed choices regarding their own lives and care. Some ways you can ensure you are able to provide correct information are to:

- Keep your skills and knowledge up to date by participating in training;

- Avoid conflicts of interest. If you can't avoid them, disclose them. Only give information you know to be correct;
- Always encourage Service Users to seek out other information before making their decisions;
- Always encourage Service Users to seek professional advice;
- Use Active Listening techniques to ensure that the Service User understands the information you are providing; and
- Follow up verbal information given with written information to confirm.

When Service Users are making decisions the Service can assist by:

- helping identify issues for Team Members, the Service User and her/his family, other Service Users and the community;
- Providing information to Service Users, Team Members and family about considerations involved in evaluating the issues. This is to include information identifying duty of care obligations and the Service User's right to experience and learn from risk taking;
- Developing Individual Service Plans in consultation with the Service User, family/advocate and Team Members starting with the least restrictive option for the Service User;
- Making sure all alternatives that maintain a positive outcome for the Service User while reducing the risk are to be considered during the development of Individual Service Plans;
- Continuing to offer support to Service Users to assist them to meet their goals;
- Providing education to Service Users about risks associated with actions and risk minimisation;
- Documenting the decision-making processes and implementation of each stage of this process;
- Where those specific practices outlined in the "Positive Approach to Challenging Behaviour" are proposed, written consent is required from the Service User or a legally appointed guardian with authority before the practices are carried out;
- Ensuring that if, at the end of this process, the risk cannot be minimized to an acceptable level then the duty of care is paramount and outweighs the dignity of risk;
- Ensuring that referrals are made to either ACAT or Community Option as appropriate if the Service User may benefit from involvement from the Guardianship Board; and
- Refer to Ascertaining Capacity for Making Informed Decisions procedure.

To give support to Team Members to comply with their Duty of Care the Duty of Care Checklist has been developed as a quick tool to assist in assessing Duty of Care compliance.

Documents to be completed and/or related to this procedure

- DOC 3.14-1-1 Duty of Care Checklist

Corresponding Policy

- POL 3.14 Duty of Care & Dignity of Risk

Relevant Standard

Community Care Common Standards

- 1. Consumer Dignity and Choice
- 4. Services and Supports for Daily Living
- 7. Human Resources
- 8. Organisation Governance

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

POLICY 3.15 Death

Policy Statement

Team Members will adhere to a systematic and structured procedure in the event of the death of a Team Member, Service User or member of the public within the premises or care of the Service. The procedure shall be in accordance with relevant legislation.

A principle desired outcome is to assist in minimizing as far as possible the level of trauma for all concerned.

Policy Protocols

The response to the death of a Team Member, Service User or member of the public should be sensitive and appropriate. This includes ensuring that:

- The cultural and religious beliefs and practices of the person and their family are respected; and
- The response is dignified and prompt to minimise the distress arising from the event.

The Services will offer appropriate support and arrange counselling to Team Members and other Service Users affected by the death.

The Coordinator will conduct an investigation as soon as possible after the incident, as crucial evidence may be disturbed or destroyed with the passage of time.

Related Procedures

- PRO 3.15-1 Death at the Service

Relevant Standard

Community Care Common Standards

- 7. Human Resources
- 8. Organisation

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 3. Individual Outcomes
- 4. Feedback and Complaints
- 5. Service Access
- 6. Service Management

PROCEDURE 3.15-1 Death

Expected Outcome

Team Members will understand the procedure to be undertaken when a person dies in the care of the Service

Training Requirements

All Team Members

Procedure

When a person dies or is found dead while in the care of the Service, the Coordinator and the ambulance must be notified immediately.

Coordinator will attend for support and decision making

Team Members have a responsibility to be familiar with and be able to follow this procedure appropriately to their level of responsibility within the organisation.

All Team Member will cooperate with police investigations of the death.

When a Person Dies while in the Care of the Service STAY CALM

- Act IMMEDIATELY by phoning Emergency Services 000 and asking for an ambulance. This responsibility may be delegated to someone at hand.

Remember if other Service Users present nominate other Team Members who are capable to care for the Service Users and cater to their needs. Make Service Users comfortable, if possible provide a drink and allow them to talk of the incident.

Administer first aid within the bounds of knowledge and circumstances you have such as mouth to mouth resuscitation and CPR.

Continue first aid treatment until qualified medical assistance has arrived. Handover to the ambulance/doctor efficiently and as speedily as requested.

- Do not alter the scene.
- Be aware of cultural needs and if any special procedures to be carried out.
- Note the incident on an Incident report form. Be sure not to pass on your opinion but only what emergency or qualified persons have stated.

It is not the role of the Service to advise next of kin and/or family of a death, the doctor or hospital will contact next of kin in the case of a death. The Coordinator will advise the person's emergency contact that they have been taken to hospital.

Note: Failure to notify authorities of a death and the circumstances immediately leading up to you becoming aware of the death can lead to further investigation and financial penalty under the Coroners Act 1980 S12A(1)

Steps	Action/Evidence	Who does it	When
1	Phone Emergency Services 000 get ambulance.	Coordinator	Immediately
2	Nominate Team Member to care for other Service Users & phone Office	Coordinator	After ambulance phoned
3.	Administer first aid within the bounds of knowledge	Team Member with First Aid experience	After ambulance phoned
4.	Continue first aid, handover to the ambulance/doctor	Team Member performing first aid	When requested by ambulance officer/doctor
6.	Note the incident on an Incident report form.	Team Member and Coordinator	As soon as possible after incident

What the Medical Personnel (hospital, ambulance etc.) will do:

The Medical personnel will usually notify the Police if the person is deceased. The police are to be notified immediately and visit the place of the death prior to the removal of the body. They may do this immediately or from the hospital.

In the case where a medical officer is attending to the person, the police are called by the attending medical officer after death is pronounced.

The medical officer immediately completes a death certificate and the police prepare their own report for the coroner and, where required, take witness statements from the Team Members or any others present. The police take the doctor's report and lodge it at the Morgue. The contract transporter takes the body to the Morgue in the Coroners Van.

What the Police will do.

The Police have the responsibility of investigating any unexpected death. They will want to talk to the Team Member who found the person and will ask them about the circumstances that lead to the discovery of the death. Team Members have a responsibility to cooperate with police, ombudsman and/or coroner and provide information.

The Role of the Coordinator

The Coordinator will conduct an investigation as soon as possible after the incident, as crucial evidence may be disturbed or destroyed with the passage of time.

The Investigation Report must contain information on:

- Location;
- Chronology of the incident;
- Witness/reporter to reconstruct the events as accurately as possible;

- Documentation of the incident, the steps taken and the outcomes with estimated times documented is essential;
- Co-operating with enquiries from external agencies such as Police, Ombudsman and Coroner is essential and will be coordinated through the Coordinator; and
- The critical incident reports documented at the time must be maintained and stored for seven years.

What to expect afterwards:

- Police will interview Team Members at some time;
- Lots of emotion;
- You may feel you should have done something else, this is quiet natural;
- Debriefing session will be important; and
- The group will need time to discuss the incident to debrief.

Bereavement Support and Counselling

The Service is committed to providing other Service Users and Team Members support after an event. The Service will support the Team Member to access appropriate counselling.

Death of a Person with a Disability

Police

The Police are required by the Coroners Act 1980 to report the death of a person with a disability to the Coroner. The Police are also required to transport the body of the person to the Coroner.

Coroner

The Coroner considers each death to determine the manner and cause of death and to decide whether an inquest is necessary. The Coroner provides information to the Ombudsman.

Ombudsman

The Ombudsman focuses on systemic issues and ways in which deaths could be prevented or reduced.

Contacts

NSW Ombudsman
Community Services Division
Reviewable Disability Death Team
Level 24, 580 George Street
Sydney NSW 2000
Telephone: (02) 9286 1000
Email: nswombo@ombo.nsw.gov.au

NSW State Coroner
Coroners Court
44 Parramatta Road
Glebe NSW 2037
Telephone: (02) 8584 7777

Policy and procedure based on information taken from: Response to the death of a Service User and reporting reviewable deaths. http://www.dadhc.nsw.gov.au/ Service User Death Policy.

Documents to be completed and/or related to this procedure

- Accident/Injury/Incident Report in Section

Corresponding Policy

- POL 3.15 Death

Relevant Standard

Community Care Common Standards

- 2. Ongoing Assessment and Planning with Consumers
- 7. Human Resources
- 8. Organisation

Disability Service Standards

- 6. Service Management

Section 4 – WH&S and Vehicle Management

POLICY 4.02 Vehicle Use, Management & Safety

Policy Statement

Cabonne Community Transport is committed to ensuring that safety and comfort Service Users and Team Members is assured through effective and appropriate use, maintenance and management of the fleet of vehicles.

Policy Protocols

The Service will ensure the effective use, maintenance, management and safety of its fleet by using the following procedures are in place:

- Vehicle Use, Management & Maintenance
- Driver Requirements
- Parking, Safety Equipment, Mobility/Medical Aids & Goods on Vehicles
- Hire of Vehicles
- Vehicle Breakdowns, Emergencies & Evacuation

Related Procedures

- PRO 4.02-1 Vehicle Use, Management & Maintenance
- PRO 4.02-2 Driver Requirements
- PRO 4.02-3 Parking, Safety Equipment, Mobility/Medical Aids & Goods on Vehicles
- PRO 4.02-4 Hire of Vehicles
- PRO 4.02-5 Vehicle Breakdowns, Emergencies & Evacuation

Relevant Standard

Home Care Standards

- 5. Organisation's Service Environment
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 5. Service Access
- 6. Service Management

PROCEDURE 4.02 -1

Vehicle Use, Management & Maintenance

Expected Outcome

The Service Stakeholders will have confidence that motor vehicles owned and/or used by Team Members are used for their correct purpose and managed in a way that ensures a quality service is provided.

Training Requirements

Fleet Administrator, Drivers and Coordinator

Procedure

All vehicles (owned or brokered) are to be used solely for the purpose necessary to the provision of the Service:

- all Team Members must have an appropriate current licence before using a motor vehicle;
- all Service owned vehicles are to be used solely for the purpose necessary to the provision of service;
- all brokered and owned vehicles must be locked and garaged as per instructions;
- emergency breakdown service (such as those provided through some manufacturers or through the NRMA Limited) is available to the vehicles (not the driver);
- log sheets for journeys will be kept in the Coordinators office in vehicle log sheet folder. They are completed for all distances travelled from base to base completed and handed in to the GIS officer of Cabonne Council at the end of every month.
- Fuel is to be obtained from the Molong Council Depot for Molong cars and at the BP garage in Canowindra and is to be accounted for against the registration of the vehicle not the driver. Shell cards are in all service vehicles to be used for larger trips.
- Out of courtesy for the next driver the vehicle should never be under 1/2 full of fuel on return to each depot;
- an up to date Emergency Folder containing emergency contacts and procedures is kept in all Vehicles in the relevant folders in the vehicles.
- Mobility Parking Authorities are only for use when the vehicle is transporting the relevant Service Users

Register of Organisation's Vehicles

The Coordinator is responsible for keeping up-to-date records on all drivers and vehicles (both privately owned and Service vehicles) used in the delivery of Service.

A Register of Owned Vehicles will be kept by the Coordinator detailing:

- Registration number
- Registration expiry date
- Insurance expiry date
- Type of Insurance
- Year Vehicle Purchased
- Annual budget for replacement
- Current allocation for replacement
- Date due to be replaced
- Modifications to vehicle
- When modifications installed
- Engineers Certificate Details
- Regular Checks undertaken re: modification

Individual Vehicle File Record

The Coordinator is responsible for keeping up-to-date records on all vehicles and drivers used in the delivery of Community Transport services.

Each vehicle will have a separate file detailing information including:

- Date of purchase
- Cost of vehicle
- seating, luggage capacity and accessibility features;
- driver licensing requirements;
- insurance cover and limitations;
- maintenance history;
- registration and insurance renewal/expiry dates;
- (Where possible) operating cost per kilometre.
- Date of disposal
- Method of disposal
- Sale/trade in price

Use of Privately Owned Vehicles

- The Service will ensure that cars used to provide transport services will meet the NSW Roads and Maritime Service annual road worthiness standard by ensuring annual registration renewals are noted on the Team Members Driver Register.
- All privately owned vehicles are required to meet the minimum vehicle inspection standards for their style of vehicle.
- The Coordinator shall ensure that any Team Members vehicles used to conduct services are covered under their own comprehensive and third party insurance policy and it is recorded on the Team Members Drivers Register.

Provisional Licences & Drivers Age

- Service Team Members who are on a provisional licence may only drive Service vehicles when employed by Cabonne Council as the Community Services Trainee. The Service will regularly check Insurance/Green Slip documentation regarding the notification of or excess costs of drivers under a certain age.

Vehicle Orientation

All drivers (including those hiring a vehicle) must undertake a vehicle orientation prior to using the vehicle. The Coordinator will conduct the vehicle orientation and complete a Vehicle Orientation Checklist.

Mobile Phones

Drivers, regardless of whether the phone is hands free or not, are not to make any phone calls or answer any phone calls whilst the vehicle is in motion.

When a mobile phone rings, the driver is to wait until there is a convenient time and safe location to pull over and return the call.

Maintenance, Inspection and Service Standards

Transport NSW accreditation require that vehicles in use by the Service will, at all times, meet the NSW Roads and Maritime Service registration and vehicle safety standards

Scheduled maintenance and servicing will be undertaken as recommended by the manufacturer or the mechanics, or unless otherwise determined as required by the

Coordinator, in consultation with relevant Team Members. Each Vehicle will have an Annual Maintenance Log and this log will be updated when any maintenance is undertaken. All service vehicles will be serviced at the Cabonne Depots in both Molong and Canowindra.

Daily Inspection & Maintenance of Vehicles

Ensuring that all vehicles and equipment are fully functional prior to each separate service is an absolute priority in the delivery of each and every service, regardless of vehicle type or ownership.

All vehicles used by the Service will be maintained to the appropriate standard by:

- Cleaning the vehicle inside and out on a regular basis
- Making sure the vehicle has fuel and oil at all times
- Reporting when the vehicle is damaged or when repairs are required
- Making sure that required servicing and maintenance is carried out.

At the commencement of each day's operation, any vehicle and all equipment to be used in a service shall be inspected to ensure that it is clean, safe and in good working order by the driver completing a Daily Vehicle Inspection Form.

No service vehicle shall be used in a service where inspection has resulted in the identification of a safety defect which renders it unroadworthy within the definition of NSW road transport regulations.

The effective repair of faults and defects shall be recorded the Individual Vehicle Record. A copy of completed repair report/invoice produced by an authorised vehicle repairer shall be filed in the relevant Individual Vehicle Record and details entered on the Annual Maintenance Log.

No safety equipment which is defective shall be used on a service.

Equipment

The following applies to all Team Members who are required to use equipment in carrying out their duties:

- Unless permission has been granted, Team Members must not use for private purposes other Team Members or the Organisations equipment.
- Team Members should ensure that resources, funds, or equipment entrusted to them is used effectively and economically in the course of their duties.
- The Workplace Health & Safety procedures must be followed;
- Team Members must use the relevant Safe Work Instruction Sheet;
- Team Members must alert the Coordinator should they identify a need to amend or develop a Safe Work Instruction;
- If the Team Member is inexperienced in using a piece of equipment the relevant Safe Work Instruction and/or appropriate training must be provided;
- Any hazards/faults must be reported immediately using a Hazard Identification Form.

Washing Vehicles

Service vehicles are to be washed every second Friday at the local car wash in Orange. Payment of car wash is to be taken out of transport money. Receipts are to be collected and placed with running sheets in the envelopes for that day.

Documents to be completed and/or related to this procedure

- DOC 4.02-1-1 Register of Service Vehicles
- DOC 4.02-1-2 Vehicle Log Sheet

Corresponding Policy

- POL 4.02 Vehicle Use, Management and Safety

Relevant Standard

Community Care Common Standards

- 5. Organisation's Service Environment
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 5. Service Access
- 6. Service Management

PROCEDURE 4.02-2 Driver Requirements

Expected Outcome

The Service Stakeholders will have confidence that the drivers of the service's vehicles are appropriately licensed and trained.

Training Requirements

Drivers and Coordinator

Procedure

Driver Competency and Training

Under no circumstances is a Team Member to drive, or permit another person to drive, any Service vehicle if the person involved:

- Does not hold a valid NSW Drivers Licence for the type of vehicle concerned;
- Has been refused motor vehicle insurance or continuance thereof by an insurer;
- Is under the influence of any drug known to affect driving ability, intoxicating liquor or in whose blood the percentage of alcohol is in excess of the level prescribed by the Services policy and NSW law.

Any breach can void indemnity otherwise granted by insurers and render the responsible driver personally liable for any damages sustained.

Team Members will always carry their driver's licence when driving a Service vehicle and have a copy of their licence placed on their personal file.

Team Members will be expected to drive Service vehicles in a safe and reasonable manner, taking account of the needs of their Service Users. Where there is concern about either a Team Member's health or ability to drive safely, he or she may be required to undergo specific professional driver training.

Drivers must ensure that they have undertaken a Vehicle Orientation before driving any new vehicle or vehicle not previously used by them.

Compliance with Road Rules

Drivers are required to comply with the provision of all relevant legislation concerning the driving of vehicles. Fines and penalties for all breaches shall be paid for by the driver of the vehicle. If a penalty notice is received by the Service it will be forwarded to the relevant Team Member.

The RMS stipulates a blood alcohol level of under 0.02 for any driver of a public passenger vehicle.

All Team Members must not provide any service to Service Users whilst taking illegal or prescriptive medication or drugs that may their ability to operate machinery in anyway, harm the Service User or themselves or place them in any danger.

Where applicable drivers will hold a valid Driver Authority.

Driver Records & Registers

A Team Members Driver Register will be kept and maintained by the Coordinator.
It will include the following information:

1. All relevant drivers licence information including: class; expiry date; and
2. License number
3. Current residential address
4. Current telephone number
5. All relevant vehicle registration details including date of expiry
6. All relevant third party and comprehensive insurance details including:
7. Insurance company; policy numbers; and expiry dates.

All drivers will be required supply as requested:

- Drivers licence
- Vehicle registration papers
- Third party and comprehensive insurance papers

This information will be checked against the driver and vehicle registers, relevant changes made and signed off.

All drivers/vehicle owners will be required to advise the Service of any changes to this information that occurs during the 12-month period between reviews.

Drivers Information

Each driver will have included in their Team Member file any:

- driver license information;
- notes regarding Service User compatibility;
- relevant medical details;
- availability times.

Driving Fatigue Management

- All members involved in or managing the work related driving of vehicles must present to each work shift as fit for work and free of fatigue.

- It is the responsibility of the driver to advise the Manager if they feel they may be fatigued or unfit to work
- Any trips taking longer than 2 hours of continuous driving should be planned so as to stop, revive and survive – take a 10 minute rest break every 2 hours

Driver Leaving the Vehicle

From time to time drivers may find it necessary to leave a vehicle. Before leaving the vehicle Drivers shall:

- ensure that all legal requirements are being met e.g. vehicle is legally parked;
- ensure that the vehicle is left in a safe manner;
- ensure that the welfare and well-being of Service Users are taken into consideration by:
- ensure that they take the keys with them;
- ensure that they are away from the vehicle for the minimum amount of time;
- in hot weather ensure that doors and windows are left open for the comfort of the Service User's, taking into account the Service User safety at this time, and;
- ensure that the well-being of the general public is not endangered as a result of this action.

Smoking

Smoking is prohibited within community transport vehicles at all times whether or not there are passengers on board. Smoking is prohibited when assisting passengers on and off a vehicle.

Documents to be completed and/or related to this procedure

- DOC 2.02-3-9 Team Member Drivers Register
- DOC 4.02-2-1 Vehicle Orientation Checklist

Corresponding Policy

- POL 4.01 Vehicle Use, Management and Safety

Relevant Standard

Community Care Common Standards

- 5. Organisation's Service Environment
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 5. Service Access
- 6. Service Management

PROCEDURE 4.02-3

Parking, Safety Equipment, Mobility / Medical Aids & Goods on Vehicles

Expected Outcome

The Service Stakeholders will have confidence that the service is committed to ensuring the safety and comfort of all its Service Users.

Training Requirements

Fleet Administrator, Drivers and Coordinator

Procedure

Mobility Parking Authorities (Disability Sticker)

Mobility Parking Authorities are in service vehicles. Volunteers using their own vehicle will be issued with a Mobility Parking Authority should the need arise. The Mobility Parking Authority Number and the volunteer using it shall be recorded on the Mobility Parking Authority Register. Each Mobility Parking Authority is entered onto the Register together with all movements of the card so that the card can be tracked at all times. The RMS conducts random audits of this procedure.

When the Authority Card is in use it must be secured in the vehicle at all times.

Additionally all Service Users who are eligible should be encouraged to obtain their own Mobility Parking Authority

Steps	Action	Who does it	When
1	Parking authorities entered on the Mobility Parking Authority Register	Coordinator	When received
2	Anytime anyone is allocated a Mobility Parking Authority movement of the authority is recorded on the Mobility Parking Authority Register	Coordinator	Before authority handed to person

Safety Equipment

The service shall equip all its vehicles with safety equipment appropriate to the needs of all Service Users, including small children and people who use mobility aids where appropriate.

Drivers, under NSW road rules are responsible for ensuring that all appropriate safety equipment is utilised by Service Users and is correctly fitted and secured.

All Service Users and Team Members, except where a valid medical exemption is provided, are required to utilise appropriate safety equipment which may include seatbelts, child seats, child harnesses or wheelchair restraints.

Team Members shall be responsible for ensuring prior to service commencement that Service User safety equipment appropriate to the safety needs of each Service User is:

- available in sufficient quantity,
- clean and in good working order.

Team Members shall be responsible for ensuring that all Service User safety equipment is safely and neatly secured within vehicles when not in use.

Steps	**Action**	**Who does it**	**When**
1	Vehicle Safety equipment is checked prior to journey	Volunteer	Before departing depot
2	Safety equipment is utilised by Service Users (any exemption is sighted and noted)	Volunteer	On service
3	Procedures for securing wheelchairs and other mobility equipment is followed	Volunteer	When the Service User boards the vehicle
4.	Procedures for ensuring the safe transfer of Service Users is followed	Volunteer	When the Service User boards the vehicle

Seatbelts

All Service Users are required to use the seatbelts provided.

Seatbelt Exemption

Should a Service User have a Seatbelt Exemption endorsed by the RTA, this Exemption must be carried with them at all times and be presented to Team Members upon request.

Wheelchair Restraints

The wheelchair must be appropriately secured according to the manufacturers recommendations.

The Service User shall be restrained independently of the wheelchair. Any person responsible for restraining wheel chairs and Service Users shall receive adequate training in the safe use and application of restraints.

People using Scooters or non-standard electronic wheelchairs/people movers:

Will not be accepted as a Service User of the service until a driver has visited the Service User and conducted a "trial run" to identify any concerns for the Service User's safety or Work Health and Safety issues for Team Members and completed a Risk Assessment form. Should safety issues be identified the service will not be provided until the safety issues are addressed and a plan developed to ensure the safety of the Service User and Team Members during service.

Mobility Aids & Goods

The Service recognises the dangers presented by incorrectly or poorly stowed items upon its vehicles therefore:

- No item shall be carried upon a vehicle in a manner which will allow it to become a missile within the vehicle in the event of sudden deceleration (e.g. an accident).
- No item shall be carried upon a vehicle in a manner which will allow it to block an entrance, exit, aisle or emergency exit.
- Wherever practicable, items will be carried within designated storage bins, lockers or vehicle's boot.
- Mobility aids which cannot be appropriately secured within a vehicle will not be carried.
- Where mobility aids exceed the safe working load of a vehicle's Service User/wheelchair lift, they shall not be carried.

Steps	Action	Who does it	When
1	Vehicle is checked for items that could pose a safety risk at all stages of the journey	Volunteer Driver	Before departing Service Users home and destination

PPE for Drivers

Wearing of high visibility vests should be used by drivers in circumstances when the vehicle breaks down and when on the side of the road. Hi Visibility vests are in all service vehicles and the drivers are responsible for ensuring they are worn.

Driver Training

Drivers will not be permitted to work with Service Users using wheelchairs until they have completed an assessment of competency recorded on a Wheelchair Orientation Performance Checklist and a Storing Away Wheelchair Safety Equipment Checklist.

Documents to be completed and/or related to this procedure

DOC 4.02-3-1 Wheelchair Orientation Performance Checklist

DOC 4.02-3-2 Mobility Parking Authority Register

DOC 3.05-2-1 Service User Access/Equipment Report

Corresponding Policy

- POL 4.02 Vehicle Use, Management and Safety

Relevant Standard

- 5. Organisation's Service Environment
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 5. Service Access
- 6. Service Management

PROCEDURE 4.02-4 Hire of Vehicles

Expected Outcome

The Service Stakeholders will be aware of the process used to hire a service vehicle.

Training Requirements

Fleet Administrator, Drivers and Management

Procedure

At present Cabonne Community Transport vehicles are not hired.

PROCEDURE 4.02-5

Vehicle Breakdowns, Emergencies and Evacuations

Expected Outcome

The Service Stakeholders are aware of the procedure to be followed in emergency situations involving a vehicle.

Training Requirements

Drivers and Coordinator

Procedure

Vehicle Breakdowns (see Vehicle Breakdown Flowchart)

Despite The Service's best efforts, vehicles do from time to time suffer from mechanical breakdowns. Mechanical breakdowns may include both faults which may render a vehicle inoperable and faults which may render a vehicle unsafe. In such cases, ensuring the safety and comfort of Service Users, and affecting a swift return to normal service are our highest priorities.

<u>On the Service</u>

1. In the event of mechanical breakdown immediate action will be taken by Team Members to minimise danger to Service Users and to ensure their comfort, such action shall include:
   - moving the vehicle to a safe position (away from traffic) where possible;
   - where the vehicle cannot be moved, assisting Service Users to move to a safe location;
   - utilising appropriate safety equipment to minimise risk; (placing triangles in appropriate positions)
   - monitoring the wellbeing of Service Users;
   - keeping Service Users informed of developments.
2. Any vehicle which has developed a mechanical fault which renders it unroadworthy shall be withdrawn from service until the fault has been rectified and inspected by an authorised vehicle repairer.
3. The Coordinator shall be notified of the breakdown as soon as is practicable and then kept informed of any further developments.
4. Where the Coordinator cannot be contacted, Team Member delivering the service shall, utilising the Emergency Contacts listed in the vehicle information log, determine a course of action leading to:
   - Service Users being conveyed safely to their destination;
   - the vehicle being recovered and conveyed to an approved repair facility;
   - obtaining a relief vehicle where necessary.
5. An Accident/Injury/Incident Report should be completed as soon as possible.

<u>At Base/Service Premises</u>

1. Where alternate transport is organised to convey Service Users to their destination, every effort shall be made to ensure that it is suited to the mobility needs of those Service Users.
2. All vehicle breakdowns shall be recorded on an Accident/Injury/Incident Report.
3. Destination/venue Team Member, referral agency, next of kin, family, carers and/or "emergency contacts" will be contacted where significant delays of service will affect expected arrival plans or arrangements.
4. Any Vehicle which, as a result of a breakdown becomes, or may be unroadworthy, shall be withdrawn from service until the vehicle has been inspected and any damage rectified by an authorised vehicle repairer.
5. Team Members shall ensure the prompt completion of an Accident/Injury/Incident Report and all other relevant paperwork. Relevant paperwork may include self-reporting forms

required by police where damage or injury has occurred and a police officer has not attended the accident.

6. Counselling and support will be provided where necessary to Service Users and Team Members traumatised by any accident involving The Service.

Vehicle Accidents (see Vehicle Emergency Flowchart and/or Vehicle Evacuation Flowchart)

In the event of a road traffic accident involving a vehicle delivering a service, the highest priority is to ensure the safety of Service Users and Team Members. Minimising risk to the general public and observing legal obligations are also important considerations.

<u>On the Service</u>

1. In the event of an accident however minor, the vehicle should be immediately and safely stopped.
2. Where an accident has been very minor and involved no other person or damage to third party property, the vehicle should be checked for damage and/or roadworthiness before proceeding.
3. Where the accident is more significant, Team Members shall take all necessary steps to minimise risk to themselves, Service Users and other road users, including:
    - moving Service Users to safety where necessary and appropriate, and
    - clearing the roadway of debris where safe to do so.
4. The safety and wellbeing of all Service Users will be assessed and monitored at all times.
5. First aid will be administered to best ability wherever required.
6. The Ambulance Service and Police shall be contacted immediately where required.
7. The Coordinator shall be notified of the accident as soon as is practicable.
8. Names and contact details of witnesses will be obtained wherever possible.
9. If another vehicle is involved, a record of the following information shall be obtained:
    - the owner's name, address and telephone number;
    - the driver's name, address and driving licence number or other identification;
    - the name of the owner's insurance company;
    - the make, type and registration number of the vehicle.
10. The Driver should identify his/herself to the other driver, together with your name, address and registration number.
11. If the police attend Team Members shall:
    - provide all relevant information about themselves and other parties (including the other driver where appropriate);
    - obtain and keep a record of the attending police officer's name, rank, number and station.
12. No Team Member shall admit liability for an accident or make statements or comments which may be interpreted as an admission of liability. Team Members should not discuss the accident with anyone other than the police, the Service Coordinator or the Service insurance company representative.

13. No Team Member shall react to an accident situation in a manner which may bring the organisation into disrepute (regardless of perceived fault).
14. Where the Coordinator cannot be contacted, Team Members delivering the service shall utilise the Emergency Action Plan to determine the course of action leading to:
    - Service Users being conveyed safely to their destination;
    - the vehicle being recovered and conveyed to an approved repair facility;
    - obtaining a relief vehicle where necessary.
15. An Accident/Injury/Incident Report should be completed as soon as possible.

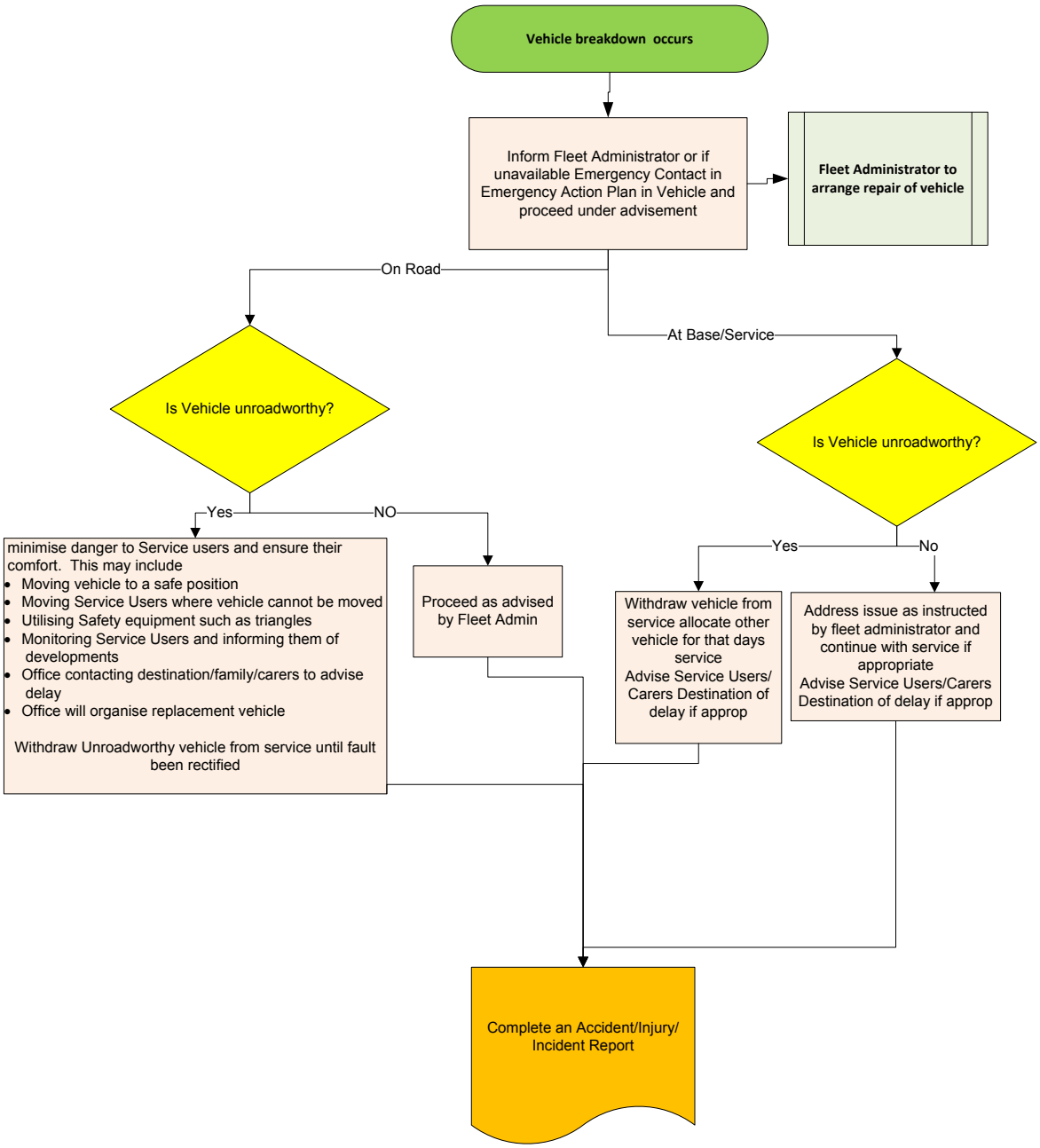
Vehicle Evacuation

The Service recognises that very rarely situations do occur where there is a clear and present danger (such as a vehicle fire), which requires the swift evacuation of Service Users from a vehicle.

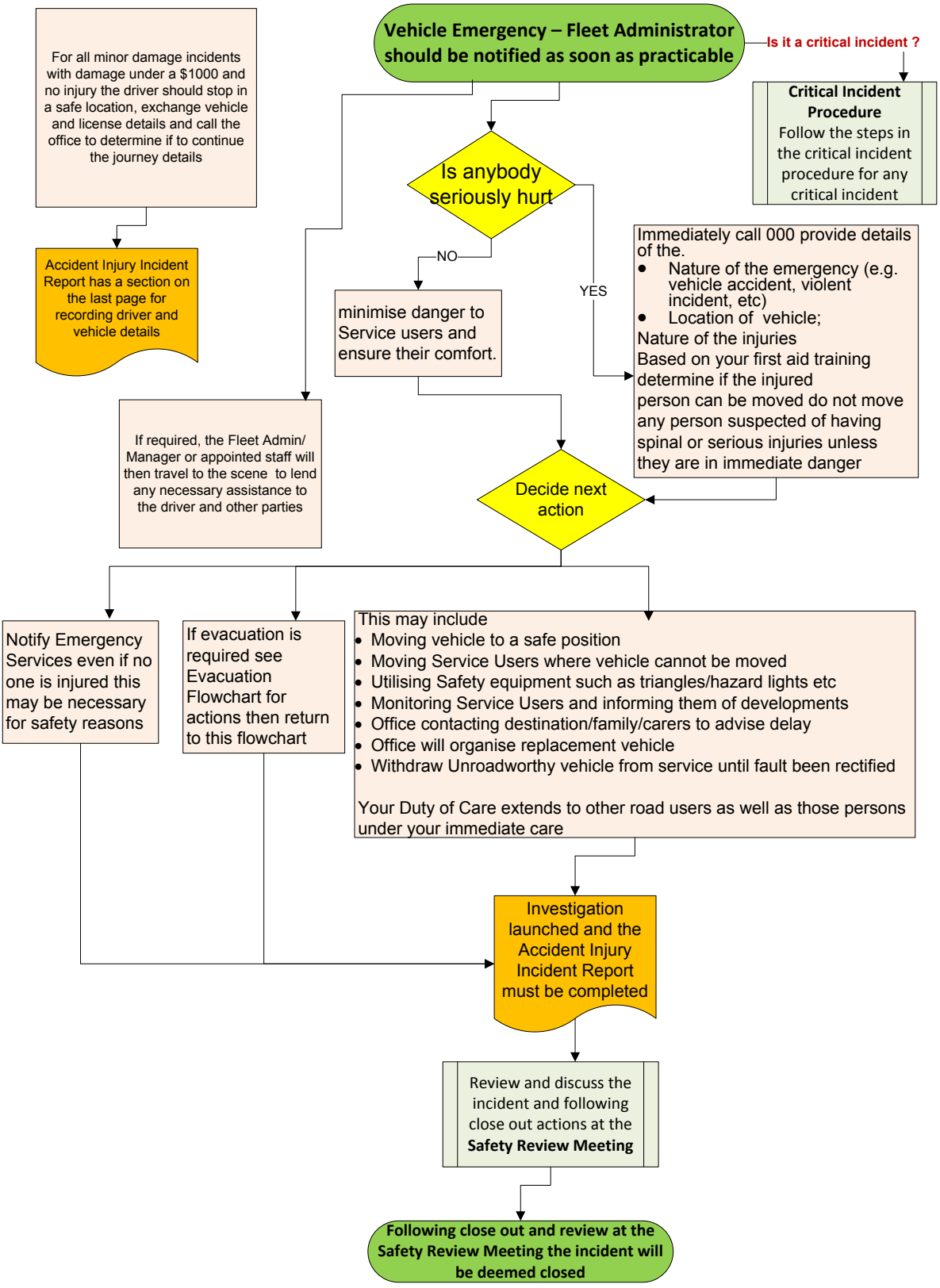
The following procedures shall apply wherever emergency evacuation of Service Users from a vehicle engaged in a service is necessary:

1. No action shall be taken to protect the property of the Service or any other private property to the detriment of Service User and Team Member safety. Ensuring the safety of Service Users shall be the first priority of all Team Members.
2. Service Users shall be removed from the vehicle and assisted to safety as swiftly as possible.
3. Team Members shall clearly direct Service Users to swiftly evacuate the vehicle. Priority in the delivery of assistance to Service Users remaining in the vehicle shall be given to those who are most able to help themselves ahead of those who require more time and assistance to evacuate. In this manner, the highest number of lives can be saved in a life threatening situation.
4. All available help shall be enlisted during an emergency vehicle evacuation.
5. Counselling and support will be provided where necessary to Service Users and Team Members traumatised by any accident/evacuation situation involving the Service.
6. An Accident/Injury/Incident Report should be completed as soon as possible.

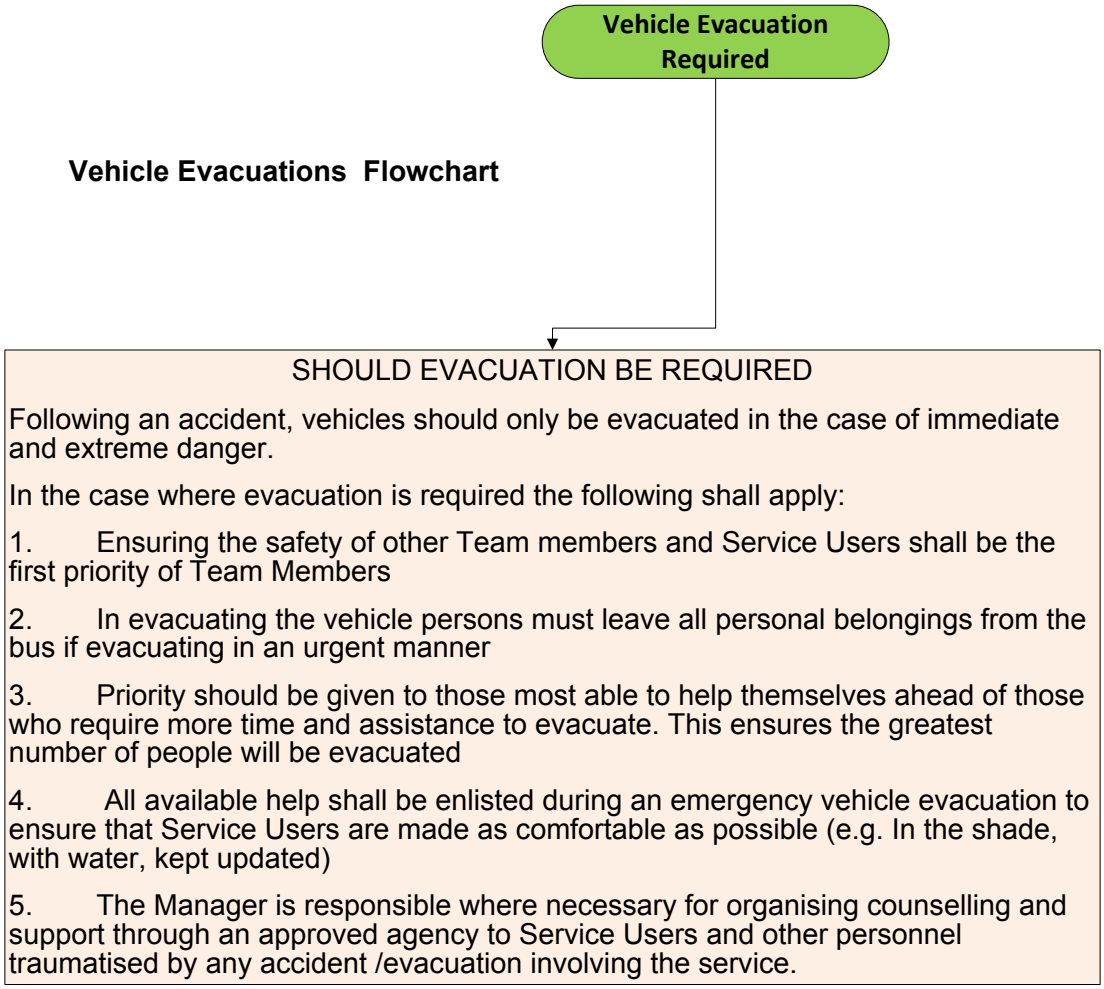
Vehicle Breakdown Flowchart



Vehicle Emergencies Flowchart



Vehicle Evacuations Flowchart



Documents to be completed and/or related to this procedure

Corresponding Policy

- POL 4.02 Vehicle Use, Management and Safety

Relevant Standard

- 5. Organisation's Service Environment
- 7. Human Resources
- 8. Organisational Governance

Disability Service Standards

- 5. Service Access
- 6. Service Management

Central West Libraries Related Policy

1 Document Information

Version Date *(Draft or Council Meeting date)*	
Author	Administration Manager
Owner *(Relevant director)*	Director of Finance & Corporate Services
Status – *Draft, Approved, Adopted by Council, Superseded or Withdrawn*	Draft
Next Review Date	Within 12 months of Council being elected
Minute number *(once adopted by Council)*	

2 Summary

Council has added Central West Libraries' policies relating to Children, Internet Public Use, Client Code of Conduct, Exclusion, Membership and Loaning, and Tutoring in the Library to Council's Policy database.

3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

4 History

Minute No.	Summary of Changes	New Version Date
09/04/31	New policy adopted – CWLs Children's Policy	20 April 2009
10/02/17	Readopted by Council– CWLs Children's Policy	15 February 2010
09/04/31	New policy adopted – CWLs Internet Public Use policy	20 April 2009
10/02/17	Readopted by Council - CWLs Internet Public Use policy	15 February 2010
11/02/14	Readopted with Council resolved to include prescribing a fee for 'interactive' use of library computers (as defined) with said fee to be equivalent to the use of email or equal to that charged by a local Internet Café business, if applicable. Such fee to be as per Council's Fees & Charges - CWLs Internet Public Use policy	21 February 2011
13/03/11	Combined the above two policies	19 March 2013
13/09/30	Readopted as per s165(4)	17 September 2013

5 Reason

In providing services for children, CWL acknowledges child-safe and child-friendly policies and practices as defined by the NSW Commission for Children and Young People and the need to provide a framework for the use of public internet access in all branches of Central West Libraries.

6 Scope

Applies to all Central West Libraries in the Cabonne LGA.

7 Associated Legislation

Children and Young Persons (Care and Protection) Act 1998

Library Council of NSW's Guidelines Access to Information in New South Wales Public

8 Definitions

CWL - Central West Libraries

Interactive Use - includes accessing social networking sites such as facebook, twitter etc; and active auction and purchasing transactions such as eBay and internet banking transactions, etc

LGA – Local Government Area

9 Responsibilities

9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy.

9.2 Administration Manager

To ensure the Central West Libraries policies are included in Council's policy database and updated as required.

10 Related Documents

Document Name	Document Location
CWL Children's Policy	InfoXpert – Doc ID 138393
CWL Internet Public Use Policy	InfoXpert – Doc ID 138425
Cabonne Council's Human Resources Manual 2010	

11 Policy Statement

CENTRAL WEST LIBRARIES

OBJECTIVES

Central West Libraries is a Regional Library Service constituted under Section S 12 of the Library Act 1939. It operates under a Joint Agreement Member Councils comprise Blayney, Cabonne, Cowra, Forbes and Orange.

Central West Libraries provides a free, accessible and high quality service for the information and recreational need of our communities.

APPLICABILITY
This policy applies to all residents of Blayney, Cabonne, Cowra, Forbes and Orange Councils and all users of Central West Libraries.

GENERAL
Public libraries in NSW operate under the Library Act 1939, the Library Regulation 2010 and the Local Government Act 1993.

Central West Libraries is a Regional Library Service constituted under Section S 12 of the Library Act 1939. It operates under a Joint Agreement Member Councils comprise Blayney, Cabonne, Cowra, Forbes and Orange.

As prescribed in the Library Act:

1. Residents and ratepayers of all member councils entitled to free membership
2. Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.
3. Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being literary, informative or educational value or as being fiction.
4. No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.
5. Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.
6. Proper use of and behaviour in the Library is prescribed in the Library Regulation 2010

CENTRAL WEST LIBRARIES CHILDREN'S POLICY

OBJECTIVES

Central West Libraries is committed to serving the information and recreation needs of young people. The Library strives to provide a welcoming environment, and provides targeted resources and programs to meet the needs of young people.

In providing services for children, Central West Libraries acknowledges child-safe and child-friendly policies and practices as defined by the NSW Commission for Children and Young People. These are defined as follows:

- ***Child-safe*** means taking steps to keep children safe from physical, sexual or emotional abuse.
- ***Child-friendly*** means children are valued, respected and included so they feel confident they will be listened to.

APPLICABILITY
All services and programs provided by Central West Libraries when working with children and young persons.

GENERAL

Central West Libraries' services to young people include:
- fiction, non-fiction and recreational books
- magazines
- CDs
- videos and DVDs
- computer and internet access
- assistance from specialist and general staff in accessing collections and information
- homework help
- eBooks and resources
- internet training
- pre-school Storytime
- early childhood literacy programs
- competitions and awards
- space for activities or study
- school holiday activities

PROCEDURE

Central West Libraries' general collection may contain publications that have been classified "Unrestricted" and films and computer games that have been classified "G" (General), "PG" (Parental Guidance) or "M" (Mature) in accordance with the Classification (Publications, Films and Computer Games)Act 1995 (Commonwealth). This material is available to all persons, including young persons, without restriction.

Parents/guardians are responsible for ensuring that their child's selection and use of materials in the Library's general collection accords with any restrictions the family may wish to set. Central West Libraries encourages parents/guardians to consult with their child to develop clear rules regarding access to resources that accord with the family's personal values and beliefs.

The Library promotes and supports young people's access to information, including electronic information through its internet facilities. Library staff are available to assist young people in the use of the internet, and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the Library's electronic collections.

Parents/guardians are responsible for their child's use of the internet, in line with the Library's internet policy.

Central West Libraries supports the smart, safe and responsible use of technology.

Unattended children:

Unsupervised children can be at risk in any public place, including public libraries. Central West Libraries staff do not supervise children in the library, and there is a risk that unattended children may leave the library at any time, hurt themselves, or be approached by strangers. In addition, libraries do not have the facilities to attend to children who are sick, injured or hungry.

Children left unattended in a public library may be classed as a child or young person at risk of harm under s. 23 of the Children and Young Persons (Care and Protection) Act 1998 and may be reported as such to the Director-General of the Department of Community Services. Parents who leave a child unattended in a public library are exposing their child to potential harm, and may be committing an offence under s. 228 of the Children and Young Persons (Care and Protection) Act 1998.

Young children left alone in a library can become distressed, bored or disruptive. Young people who disturb other library users may be removed from the Library under clause 17 of the Library Regulation 2010 (NSW).

CENTRAL WEST LIBRARIES CLIENT CODE OF CONDUCT

OBJECTIVES

Central West Libraries is committed to provide a welcoming and safe environment. This code outlines the conduct we expect from clients and conforms to the conditions contained in the Library Regulation 2010.

APPLICABILITY

The Code of Conduct is applicable to all users of all branches of Central West Libraries.

GENERAL

We ask you to:

- Understand that our libraries are public spaces available to all in the community.
- Treat fellow clients and library staff with respect and courtesy. Unsociable behaviour, including harassing clients or staff, is not acceptable.
- Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using the Library facilities.
- Keep conversation and other noise to acceptable levels.
- Understand the Library services, programs, activities and events limit our availability to always provide quiet spaces. We will provide advance notice of Library events and activities.
- Be mindful of others when using mobile telephones or personal audio devices such as electronic games, pagers or CD players, personal computers etc. in public areas.
- Take care of library collections, equipment and furniture.
- Ensure Library material is not hidden or deliberately misplaced.
- Refrain from taking food or drink into identified areas.
- Request permission from the Library officer in charge before moving any furniture or equipment and relocate them safely and place them back in their original position/s after use.
- Not unplug any of the Library's electrical equipment including computers and photocopiers.
- When using your own equipment, only use power points provided for this purpose and ensure that power cords do not create a trip or other hazard.
- Keep personal items with you at all times. The Library cannot be responsible for your personal belongings.
- Leave the Library when requested at closing time and during emergency procedures.
- Inform Library staff promptly of any concerns you have relating to the behaviour of other clients.

Disruptive behaviour is not acceptable in our Library spaces. The Library is a smoke-free environment and smoking on Library premises is not permitted.

Clients who do not comply with the Library Regulation 2010 and the Code of Conduct may be asked to leave the Library or may be excluded from the Library.

CENTRAL WEST LIBRARIES EXCLUSION POLICY

OBJECTIVES

The objectives of this policy are to clarify the conditions under which library clients may be removed or excluded from all branched of Central West Libraries.

APPLICABILITY

This policy applies to users of all branches of Central West Libraries

GENERAL

Public libraries in NSW operate under the Library Act 1939, the Library Regulation 2010 and the Local Government Act 1993. Section 17 of the Library Regulation provides a power to direct library users to leave if the rules for proper use of a library have not been observed.

The Library Regulation 2010 makes provisions for acceptable behaviours by people who use libraries and identifies measures to exclude persons who breach the regulations. Central West libraries has a responsibility to ensure the safety and wellbeing of clients, visitors, staff and volunteers and to maintain the security of the collections, buildings and facilities. These people have the right to use the Library's services, facilities and collections in safety and without being unnecessarily distracted or disturbed by other people.

This policy supports the administration of the provision of the Library Regulation 2010 Part 2, Local Library Rules; and Part 3, Use of Libraries and Library Books. In particular the policy provides guidelines to assist staff in implementing the provisions of the Library Regulation 2010 clause 17 with regard to asking a person to leave the Library's premises. It includes periods of exclusion of a person, the delegations and the process to be followed.

Library Regulation 2010

All Library staff are responsible for ensuring that the provisions of the Library Regulation 2010 are implemented with regard to the use of Central West Libraries, its collections, services and facilities. Staff who identify that a person has breached the Regulation will advise the person of the breach and that compliance with the Regulation is required. The matter may be resolved by advising the person that a breach of the Regulation has occurred and offering the person a copy of the Client Code of Conduct an/or the Library Regulation 2010. Both documents are on public display within the Library.

Many incidents are resolved through clients adjusting their behaviour once their breach of the Regulation has been advised by a staff member. A decision to as a person to leave the Library can be made if there is a breach of the Regulation or if a person does not accept or refuses to accept the requirement to comply (Clause 17(1)).

A library staff member may direct any person to leave the library and not re-enter the library for such a period as directed if the staff member is of the opinion that:

- The person's condition, conduct, dress or manner is likely to give offence to any other person's use of the library.
- Disruptive behaviour, which includes disorderly conduct, unsupervised children, noise, or activity that interferes with the rights of others, physical abuse, abusive or threatening language and misuse of library furnishings.
- Soliciting, selling or canvassing (for example soliciting signature for a petition) other than library approved activities.
- Theft, vandalism or other illegal acts.
- Being in a state of intoxication that causes a public disturbance or interferes with others' use of enjoyment of library facilities and resources by other clients.
- Loitering on the premises under circumstances that warrant alarm for the safety or health of any person or any property in the vicinity.
- Personal hygiene issues that disrupt others' use of facilities.

- Intimidation and/or harassment of library clients or staff.
- Deliberately breaching the security of the library computer network.
- Deliberately breaching the Library's Internet Public Use Policy.

Some offences should result in a warning and a request to desist, rather than a request to leave the Library. Examples of this include but are not restricted to:

- Smoking
- Gambling
- Bringing animals other than seeing eye dogs and companion animals into the Library (including the foyer)
- Consuming beverages and/or hot food in a manner that could damage library property
- Inappropriate use of resources, equipment
- Talking in a quiet study area
- Using mobile telephones to the distraction of other clients
- Littering
- Monopolising library space to the exclusion of other clients
- Conducting business for profit

PROCEDURE

Any staff seeing clients engage in minor offences can ask the client to desist. This must then be reported to the Desk Supervisor who will decide if any further action is required.

A client may be requested by the Desk Supervisor to leave the library because of prohibited behaviours. If, following a request, the client fails or refuses to comply, or responds in an abusive fashion, he/she will be required to leave the building for the balance of that calendar day. If he/she fails to leave, he/she is considered a trespasser and the Police will be called.

The Police may be called at any time where a client is involved in illegal activity or when staff have a well-founded fear for their own safety or that of other library clients. Whether the client is notified that this action has been taken will depend on the circumstances at the time.

Parents and guardians will be notified where possible after the second recorded instance of a child or young adult being asked to leave the library.

The staff member requesting the client to leave will complete an incident report. A copy is sent (or delivered) to the Manager Central West Libraries, who will forward it to the Executive Member. The Manager Central West Libraries or the next most senior staff member should also be notified immediately in person, by telephone or email.

If the client is asked to leave the library, the Manager Central West Libraries will determine if further action id required or, if a recommendation of exclusion is to be made to the Director Community, Recreation and Cultural Services, Orange City Council.

Upon a second recorded instance (whether the client has been required to leave the library premises or not) the Director Community, Recreation and Cultural Services, Orange City Council shall be notified and, barring exceptional circumstances, the client will be excluded

from the library. The period between incidences and the gravity of the incident will inform the exclusion period. As a general guide:

Period Between Incidents Maximum Exclusion Period	
Period Between Offences	Exclusion Period
30 days	12 months
3 months	6 months
6 months	3 months
12 months	1 month
24 months	A further verbal warning

Where there is a two year gap between incidents, the incident will be treated as a first offence.

All exclusions will be notified in writing. In the case of minors, this will include a letter to parents or guardians. Exclusion from the library means all branches of Central West Libraries.

Library staff will deal firmly and courteously with clients who engage in prohibited behaviours. Where possible, all interaction with the offending client will be undertaken by the Desk supervisor or the other senior staff.

If staff feels that the person may be suffering from a mental illness, they will advise the desk supervisor or another senior staff member. Clients with a mental illness will always be treated fairly and with sensitivity.

Enforcing the exclusion policy

In the event a client barred from the use of the library attempts entry to the library during any period of exclusion, the Police will be called.

Repeat offenders

If a client persists with abusive conduct or abusive behaviour following a period of exclusion, the Executive Member Central West Libraries, will consider long term exclusion.

Letter of Exclusion

Where a person has been excluded from Central West Libraries for a breach of the Regulation, a letter of exclusion will be delivered to the person, either by post or in person.

A letter of exclusion for a breach of the Regulation will be signed by the Executive Member, Central West Libraries. All letters of exclusion will include reasons supporting the decision to exclude and a summary of events. The summary will include reasons supporting the decision to exclude and a summary of events. The summary will include the date(s), description of the incident(s) and the clause(s) of the Regulation breached.

Reviews and Appeals

A person may seek a review of the period of exclusion by writing to the Executive Member, Central West Libraries who will determine whether the period of exclusion will be reduced, maintained or extended.

CENTRAL WEST LIBRARIES INTERNET PUBLIC USE POLICY

OBJECTIVES

The objective of this Policy is to provide a framework for the use of public internet access in all branches of Central West Libraries including Wi-Fi.

APPLICABILITY

This policy applies to all Central West Libraries.

GENERAL

1. Central West Libraries does not practise censorship control over the information available on and through the Internet and therefore cannot be held responsible for its content and use however, individual Member Councils may choose to install filtering software. The Library supports the safe, smart and responsible use of technology.

2. All clients over the age of 18 must sign this Internet Public Use Policy Form before using the internet.

3. Clients under the age of 18 must have parents/guarantors sign this Internet Public Use Policy Form before using the internet. Thereafter, as with other library materials, restriction of a child's access to the Internet is the responsibility of the parent/guarantor.

4. The Internet will be available to library members during library opening hours. Time restrictions of one (1) hour per session may apply to provide equitable access.

5. There will be a charge for any printing done at the standard rate levied for copying from computers. Other charges for internet use will be at the discretion of Member Councils.

6. Central West Libraries does not take any responsibility for technical problems or issues relating to devices or other equipment in accessing sites on the internet, as this is beyond the Library's control.

7. Clients must not use the Library's computers or network to access offensive/objectionable/obscene material or for any unlawful or inappropriate purpose.

8. Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and should not be regarded as secure.

9. Clients are responsible for complying with all copyright and software licencing requirements and any relevant laws and regulations when accessing, printing or downloading material.

10. Clients are responsible for complying with all copyright and software licencing requirements and any relevant laws and regulations when accessing, printing or downloading material.

11. Misuse of the computer or internet access may result in the loss of internet privileges.

CENTRAL WEST LIBRARIES MEMBERSHIP AND LOAN POLICY

OBJECTIVES

This policy aims to ensure that Central West Libraries (CWL) carries out its responsibilities towards Member Councils for collections in its charge, public library collections being equitably accessible to everyone eligible to use the library service, and maintaining consistency of circulation services to everyone who uses the library. It describes membership requirements, loan periods and conditions of loan.

APPLICABILITY

This Policy applies to all branches of Central West Libraries.

GENERAL

1. **MEMBERSHIP**

Library membership is freely available to all persons who live, work or study in the local government areas of Blayney, Cabonne, Cowra, Forbes and Orange, and who provide adequate proof of identity and residential address. Library members must produce their library card to borrow items.

Residents of NSW who have current library membership from their home library may be accepted for membership under provisions of the NSW Public Libraries Reciprocal Membership Agreement.

Visitors to the area who are staying for at least six weeks may join the Library as a Limited Loan member with proof of local address. Visitors staying for shorter periods of time are able to use the Library's resources on-site or borrow from the Travellers' Tales collections.

Privacy of Information.
Central West Libraries uses membership information for several purposes:

(a) Residential address is required for proof of residency in the CWL local government areas, or for sending any correspondence such as overdue as request notices, book club notices etc.

(b) Email address is used as the primary means of contact by CWL for correspondence such as overdue and request notices, book club notices. Postal address is used for these purposes where no email address is available.

(c) Date of birth is used as an identifier for people with common names, for assigning borrower status (Pre-schooler, junior, senior etc.) and for the identification of demographic trends. This information is used by the library for planning future services.

(d) Senior status is used to assist in planning future service for seniors and for provision of a seniors' "Gold Card" which allows for fee-free reservations.

(e) Gender information future services, collection management and selection of items in the collection.

Details required for membership.
To become a member the following information is needed.

(a) Family name or surname and first given name

(b) Second given name (if any)

(c) Residential address

(d) Postal address

(e) Email address

(f) Phone number

(g) Date of birth

(h) Name of parent/guardian (where applicable)

Personal information will not be given to a third party without the member's knowledge and consent, except where it is a legal requirement.

Adequate proof of identity and residence.
To apply for membership proof of identity a residential address needs to be shown.

Photographic identification is preferred (e.g. driver's licence, passport, proof of age card). However, a Medicare card, pension card, bank card etc. are also acceptable. Examples of proof of residential address include driver's licence or a health care card.

If you are under 18 years of age, the signature of a parent or guardian is also required, unless you have official independent status.

Recording and retention of loan history.
A condition of membership is that permission is given to have a history of borrowed materials retained. This can assist with their selection of new material.

Access to personal information.
Individuals can obtain information regarding access to their personal information by visiting any Library's CWL location. Members can view their personal details, amend their email address and notify the library that their mail address needs updating by using My Account on the library's online catalogue. To access My Account, library members need their membership number and a PIN.

Personal information will not be given to a third party without the member's knowledge and consent, except where it is a legal requirement.

Membership responsibilities.
All members are to notify the library of any changes that may affect their membership. This includes name, address, phone number or email address. This may be done:

(a) In person at any branch of Central West Libraries

(b) By phoning the Library on 6393 8126

(c) By emailing the Library at library@orange.nsw.gov.au

(d) Through the CWL website

Membership card replacement.
New library members are issued with a library membership card, which may be replaced free of charge should it become worn, or a member changes their name. A fee is charged for lost, stolen or damaged cards.

Card security.
Members are advised to keep their card in a secure place, and not lend their card to anyone. It is important to notify the library immediately if a library card is lost or stolen, or if unauthorised use is suspected. Until the loss or theft is reported, the library cannot prevent unauthorised use of a member's card, and members will be held responsible for items loaned ad fees accrued.

PINs for member accounts can only be issued or changed in person. For security reasons, the library is unable to issue or change PINs by phone or email.

Special Membership Types

(a) Home Library Services (HLS)
Home Library Service membership is offered to those people who are unable to visit the library themselves. This may be for long or short-term periods, e.g. while recovering from a medical condition. Carers and dependent children are also eligible for home library membership. Members are visited or phoned by HLS staff to establish reading preferences and any special requirements. As home library service members are visited monthly, the six week loan period enables library staff and volunteers to manage member requirements.

(b) Junior Membership (J)
Children under 18 years of age must have a parent or guardian provide proof of residential address on their behalf, as signatory to the membership. Parents applying for membership of children, who are not with them at the time of joining, will need to provide proof of the child's existence e.g. Medicare card. Arrangements can be made for special group visits to the library by schools and pre-schools. If information and membership forms are sent home and signed before the visit, the library will accept the enrolment records of the school or pre-school as proof of address.

(c) Limited Loan (LL)
Limited Loan membership provides temporary membership for people who wish to join the library but who are temporarily unable to provide adequate proof of residential address. They are required to show ID e.g. Medicare card, credit card etc. Interstate and international visitors must provide the same personal information listed in Limited Loan. This includes proof of temporary CWL address and permanent interstate or overseas address.

Membership deletion.
Memberships, which have not been used for more than two years, are removed from the database in July/August of each year as part of regular database management. Memberships with outstanding fees or loans are not deleted.

2. LOANS

A registered member may borrow material on presentation of a valid current library card, unless membership privileges have been suspended.

Library members must produce their current library card in order to borrow items. Other proof of identification cannot be used to borrow, and may only be used as proof of identity to replace a lost or stolen card.

Borrowing Limits.
Standard borrowing limits are

(a) 15 books/magazines

(b) Four music CDs

(c) Four audio books

(d) Six DVDs

(e) Plus digital downloads

These limits are variable on application to meet individual needs.

Bulk loans are available for schools and institutions.

Standard Loan Period.

(a) Books, audiobooks, music CDs – 28 days

(b) DVDs, magazines, digital downloads – 14 days

These limits are variable on application to meet individual needs.

Short-Term Loan Period.
A short-term loan period of a maximum of two weeks (14 days) may be set for high-demand material. These items may not be renewed.

All items with four or more requests are considered to be in high demand and are subject to the short-term loan period.

Home Library Service.
Home Library Service (HLS) members have a loan period of six weeks (42 days). This helps facilitate deliveries made by staff and volunteers.

Loan Extensions (renewals).
A member who needs to keep an item for longer than the standard loan period may extend the loan for a further loan period, except if the item is reserved or it is a short-term loan. Items can be extended twice. A loan extension can be done at the library, by phone or through the Internet.

An overdue item can be renewed, except if the item is on reservation, or it is on short-term loan, or it has been deemed lost. Overdue items cannot be renewed online.

Overdue Loans.
An overdue loan is one which is not returned by the due date. Library members are expected to return or renew an overdue item/s. Overdue fines will be charged per item per day.

The due date is displayed on screen when items are borrowed or renewed, and on printed receipts.

Library members can check the details of their account, including the due date for items on loan, and renew items in person at any library by phoning 6393 8120, or online.

Fees and notices.
It is the responsibility of members to return borrowed items by the due date. Courtesy

reminders to encourage the return of items are sent via email three, five or seven days before the item is due (depending on the client specification).

Overdue notices are sent (email or post) once an item is overdue.

Not receiving notices is not considered a reasonable excuse for returning or renewing items, or as extenuating circumstances to support request to waive fees or loss of privileges.

When an item is 30 days overdue, it will automatically be deemed as lost and an invoice will be sent (via email or post) to the library member for the replacement cost of the item/s and a processing fee per item. If items are returned after this invoice has been generated, the replacement cost of the item/s will be removed from the member's record. The overdue fines will still be payable.

Appeals.
If the member believes that they have an extenuating circumstance that has resulted in a fee and they consider they should be exempt from the fee, they may apply to have the charge removed. While this is being assessed, a member's right to continue borrowing is reinstated.

Claim Returned.
The library has a process which is followed if members claim to have returned items that still show as a loan on their library record. After 12 months, if the item is not found, the replacement cost of the item is added to the member's record.

Lost/Damaged/Stolen Items/Incomplete Returns.
When members join the library, they agree to pay for lost, damaged or stolen items.

Charges for these items are based on the actual cost or replacing the item. In addition to the cost of replacing the item, a processing fee is levied to cover costs including ordering and accessioning the item and staff resources. Replacement cost is based on the actual cost of the item as recorded on the library system.

No refunds will be given for items once they have been paid for. Any item that has been paid for by a library member is then considered to be the property of the member.

Please note: the library is unable to accept replacement items in lieu of payment.

Replacement borrower cards.
There is a cost for replacing a lost borrower card. This fee is to cover the administration costs involved in issuing a replacement card.

Inter-library loan and document delivery.
All libraries use the inter-library loan service to provide library members with a greater access to resources beyond those of CWL. By participating in the network of Australian Libraries, the CWL community is able to access library materials held throughout Australia.

The cost imposed by the supplying library is paid by the member requesting the inter-library loan. There is also a standard cost for inter-library loans which is listed in the annual Fees and Charges, however costs do vary and the actual amount will depend on the service requested. Inter-library loans are free of charge to sight impaired borrowers. Fees apply for items supplied through inter-library loan which are damaged or lost.

CENTRAL WEST LIBRARIES TUTORING IN THE LIBRARY POLICY

OBJECTIVES

Paid and volunteer tutors regularly use Central West Library's branches as a workplace. This policy is to ensure that tutors are aware of their rights and obligations in relation to their use of these facilities. This policy applies to both paid and unpaid tutoring.

APPLICABILITY

This policy applies to all paid and volunteer tutors who use Central West Library's branches as a workplace.

GENERAL

Central West Libraries is widely recognised as an encompassing, safe and accessible community space. In this role, the Library's branches are used by tutors, both paid and

unpaid, as places in which to work with students either individually or in small groups. This policy has been developed to protect the best interests of the Library and its clients, at the same time acknowledging the need for flexibility in service delivery within a regional environment.

PROCEDURE

Intending users must meet the following criteria:

- Tutoring is allowed in the open study and reading areas, only if this does not disturb library users or staff. Library activities and requirements take precedence over private tutoring arrangements.
- Tutoring is not allowing in Orange City Library's Local Studies/Genealogy Room. This applies even if no other users are present in the quiet study area as it would deter users of this specialised space.
- Tutors are to ensure their activities are in compliance with the Central West Libraries – Children's Policy in relation to children in the library. When a tutor assumes the role of carer for a child, it is their responsibility to ensure the child is appropriately supervised.
- Library staff will not assume the role of supervisor or messenger when tutors are unable to meet their students in the library.
- All tutors using the library must:
    - Lodge their contact and tutoring details with the Manager Central West Libraries using the prescribed form. This notification is to be in writing before any tutoring activities are undertaken and is to be renewed every 12 months.
    - When the tutor is tutoring a minor, they must include a letter of consent from the parents/guardians of the minor.
- Tutors using the Library for financial gain must:
    - Pay the prescribed hourly fee as advertised in the Fees and Charges
    - Provide evidence of public liability insurance on an annual basis
- The Executive Member, Central West Libraries, will review use of the library as a tutoring venue and can limit the availability of the facility or exclude and/or their clients if they abuse the use of the library facilities or cause undue disruption to users of the Library.
- Tutors may not advertise the library as their place of business or otherwise imply library sponsorship of their activity.
- Volunteer tutors, including parents and carers, are not required to pay the hourly fee.
- The library does not sponsor, recommend, assure the quality or assume liability of responsibility for the work and/or activities of tutors who use library space.

- Separate rooms are available for a fee in some Central West Libraries/Member Councils. Enquiries should be made at the appropriate branch.

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

EXCLUSIVE LICENSE-TO-QUARRY

Peter's Pit E89

This **EXCLUSIVE LICENSE** (hereinafter called the day of **"THE AGREEMENT"**) made the ...12..... **Day.....July....., 2018**, between **Ian Donald PETERS** (hereinafter jointly called "**THE LICENSOR**") of the one part and the **CABONNE COUNCIL** (hereinafter called "**THE COUNCIL**") of the other part: **WITNESSETH** as follows:

NATURE OF AGREEMENT

1. The Licensor hereby grants an exclusive license to the Council to conduct all quarrying of minerals on the land constituted by **Lot 70 in Deposited Plan 756889** being part of the ownership named "Nerrina" of 1998 Ophir Road, OPHIR, in the Shire of Cabonne shown on Plan A attached to this agreement (herein after called "THE LAND").

2. The Licensor shall exclude all other persons from any other quarrying activities on the land for the term of this Agreement. It is understood that to do so will break the indemnity cover provided by Council to the Licensor.

TERM OF AGREEMENT

3. The term of the Agreement from the date of signature is **3 years** or until terminated by either party in accordance with this agreement.

4. The Licensor agrees that should the Licensor enter into a contract for sale of the land whilst this agreement is in force the Licensor will ensure that such contract for sale contains a term binding the proposed purchaser of the land to the terms of this Agreement for the unexpired part of the Agreement, as if the proposed purchaser were the Licensor under this Agreement. The Council shall lodge and maintain a Caveat on the title to warn prospective purchasers of this requirement.

TERMINATION OF THIS AGREEMENT

5. This Agreement may be terminated **at any time by agreement** between the parties.

6. The Council may terminate this Agreement at any time by giving fourteen (14) days notice in writing to the Licensor, posted to the address shown in Council records as the address for rate notices for the said land

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

7. **WHEREAS** the Council has previously and will continue pursuant to this Agreement to expend considerable sums of money on the upgrading and maintenance of the Licensor's quarry site on the land, it is agreed that the Licensor shall have no right to terminate this Agreement save at the end of the term of Agreement by fourteen (14) days notice in writing to the Council, unless the Council shall be in default for a period of six (6) months in the payment of royalties, or unless Council fails after written request from the Licensor to comply with its duties as detailed in clauses 9 and 10 of this Agreement.

8. If royalties payable under this Agreement remain unpaid for three (3) calendar months after the date they are due to the Licensor, the Licensor may serve a notice of demand on the Council for the arrears of royalties. If the Council does not rectify the default within fourteen (14) days of receipt of the notice in writing from the Licensor, the Licensor may by notice in writing served on the Council prior to the Council having rectified the default, terminate the Agreement.

RIGHTS AND DUTIES CONFERRED BY THE AGREEMENT

9. Under the terms of this Agreement the Council is permitted:

   a) To quarry for any minerals contained on the land the Council may engage in open cut quarrying or any other means deemed expedient by the Council including the use of explosives, provided Council shall give written notice to the Licensor prior to each day's blasting.

   b) To make or divert any roads or carriageways thought necessary by Council for the purposes of its quarrying activities, provided that Council shall consult the Licensor and the appropriate State Government Department(s) for their agreement for such work.

   c) To alter if necessary the path of the surface water on the subject land if considered expedient by Council for its quarrying activities, provided that Council shall consult with the Licensor and the appropriate State Government Department(s) and obtain any approvals needed for such work.

   d) To deposit soils and other materials removed by the quarrying activities of the Council on the land at a place agreed between Council and the Licensor which will ensure the ultimate efficient restoration of the disturbed surface

   e) To carry out any temporary extracting or crushing process on the land, thought expedient by the Council.

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

f) The Council is under no duty to quarry any minimum quantity of gravel within any particular time frame, nor is Council under any duty to continue quarrying activities over any given period of time.

10. In carrying out any of the works, the Council shall:

a) Employ appropriate measures to control soil erosion and any other adverse environmental effect, and shall on completion, rehabilitate the quarry site to protect against erosion and restore the area generally for grazing purposes, in a manner acceptable to the appropriate State Government Department(s) and in accordance with the attached Quarry Management Plan.

b) Consult with the Licensor prior to any extension of the quarrying area not identified in the attached Quarry Management Plan.

c) Inform the Licensor of proposed access prior to commencement of any quarry operations.

d) Maintain all access roads used for its operations within the property.

e) Ensure the security of the Licensor's grazing stock by keeping gates closed as appropriate, or by the installation and maintenance of traffic grids, and by promptly repairing any fencing damaged by Council's activities.

f) Allow adequate access to the Licensor at all times, and ensure no loss of facility for the grazing of the remainder of the property by the quarrying activity.

g) Obtain and maintain all necessary approvals or licences of any relevant authority, and comply with all conditions improved by such approvals and licences.

h) Indemnify the Licensor against any claims for bodily injury, property damage, or economic loss, which may at any time be made by any person arising out of the activities of the Council, in or about the land.

11. The Licensor reserves the following rights in relation to the land:

a) All farming and grazing rights on the surface of the land but so as not to significantly affect or prevent Council from carrying out their quarrying activities.

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

b) The Licensor retains the right to use any access roads constructed or diverted on the land by Council in the course of the Licensor's other activities upon the land without any liability to make any payment whatsoever to Council.

c) The Licensor retains the right to make use of any soils or other materials removed by the quarrying activities and not required by Council for Council's rehabilitation purposes, for whatever purpose the Licensor chooses to use that material upon the land but the Licensor shall have no right to sell such material to any other person.

OCCUPATION FEE AND ROYALTIES

12. There shall be a licence fee payable by Council to the Licensor of **$159.00 (excl gst) per annum.**

13. Council shall pay the Licensor a royalty of **$2.00 per loose cubic metre (excl gst)** for each cubic metre of minerals removed from the land by the Council. This rate will be effective from 01 July 2018, and shall be increased in accordance with Council's Fees and Charges.

14. Should Council supply material from this source direct to a third party (ie. Private Works rather than Cabonne Council Works) the royalty payment shall increase from **$2.00** per loose cubic metre to **$2.65 (excl gst) per loose cubic metre** loaded ex-pit.

15. Council shall maintain a system whereby each cubic metre of mineral removed from the land is recorded by each haulage truck and collated. The accounts shall be available for inspection by the Licensor following three (3) days notice in writing to the Council.

16. The Council shall pay to the Licensor royalties due at the end of each quarter of the financial year within thirty (30) days following the expiration of the quarter concerned.

MISCELLANEOUS

17. Any dispute between the parties relating to this Agreement or construction, meaning, or effect or anything herein contained shall firstly be dealt with by a conciliation meeting between the Licensor and Council, then if agreement cannot be reached, be referred to two (2) arbitrators, one appointed by each party and their umpire pursuant to the Commercial Arbitration Act, 1984 or any statutory modification or re-enactment thereof being in force at the time.

18. This Agreement does not detract from Council's right under any statute to take minerals from the land outside the terms of the Agreement, but should Council purport to exercise such statutory powers, Council shall notify the Licensor in writing seven (7) days prior to the taking of the mineral of its reliance on its statutory powers.

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

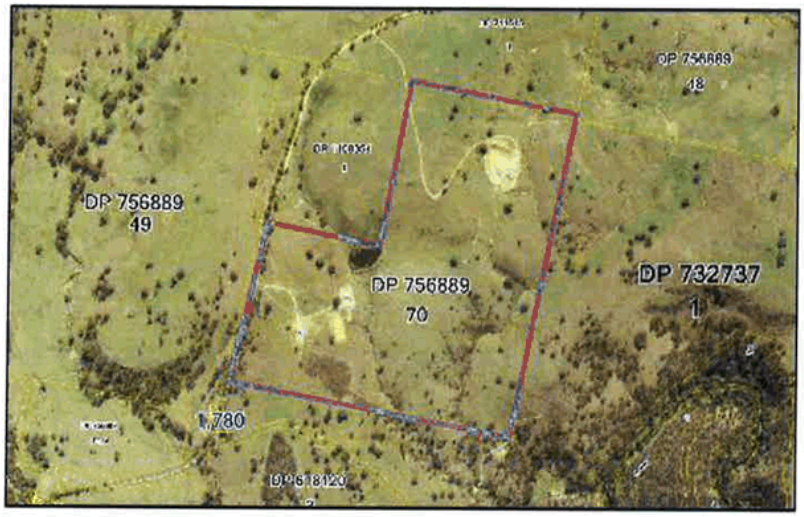
19. In this Agreement "Mineral" is defined to mean gravel or any other rock material taken from the quarry site, but does not include any mineral belonging to the Crown.

SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

PLAN A

Coonamble Council
101 Bush Street
PO Box 17
MOLONG NSW 2866
Ph: (02) 6392 3200
Fax: (02) 6392 3260
Email: council@coonamble.nsw.gov.au

Feature Report of Peter's Pit - E89



Map Scale: 1:13,610 Map Zoom: 2379 m

Info Results

Property Info (1)(Property)

Parcel_No	Lot_No	Sec_No	Plan_Number	Pt_Lot	Area
11065	70		DP756889		64.35

Property Address (1)(Property)

Street_No	Street	Suburb	Postcode
1998	OPHIR RD	OPHIR	2800

Rates Info (1)(Property)

Assessment_No	Valuation_No	Land_Value	Rates_Cat	Old_Assessment_No
A42324	1217452	666000	FARMLAND -10	36881000001

Owner Info (1)(Property)

Title	Initial	Surname
MR	ID	PETERS

Postal Info (1)(Property)

Title	Init	Surname	Other_Names	Postal_Address1	Postal_Address2	Postal_Address3	Postal_Address4	Postal_Address5
MR	ID	PETERS	IAN DONALD	NERRIMA	1998 OPHIR ROAD	OPHIR NSW 2800		

NORTH

Disclaimer
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SMALL MINE – LAND OWNER AGREEMENT
EXCLUSIVE LICENCE-TO-QUARRY

Cabonne Council
RECEIVED
18 JUL 2018
Referred to 9421864

20. Agreement

For and on behalf of:
Peters Pit – N118
by:

Ian Peters ..... 12-7-18 .....
Name: Date

Owner/Manager: .....

In the presence of:

L M Peters ..... 12/7/18 .....
Witness Date

Name: LISA PETERS

The Common Seal of the CABONNE COUNCIL was hereto affixed on the ..... day of ..... 2018 in pursuance of a resolution of the Council authorising the said seal to be affixed, passed on the ..... day of ..... 2018.

Clr Kevin Beatty
MAYOR

Stephen Harding
GENERAL MANAGER

BELINDA MILLS

227 Mills Rd, Molong, NSW, 2866 | 02 6364 5500 | davidmillseng@bigpond.com

12.7.2018

General Manager, Mayor and Councilors

Some of you may be aware that the Molong Advancement Group have been investigating the construction of a heated pool facility in Molong. We underwent some site evaluation and decided the crown land site in Phillip street, Lot 7323 DP1152548, would be the most suitable site for the project. We have invested $6000 in getting the plans drawn up. The estimated cost of the project will be 5-7 million that we are applying for grants to fund. We are needing to obtain more quotes for pumps, solar, heating etc. that will require payment. Before we pay out any more money we wanted to check what requirements council would have to support this project.

Sam Pennici and myself met with Steve and Kevin on Wednesday the 11th July and their biggest concern was the removal of title claim on the site. Sam contacted Steve Pearson from land services on the same day and he informed him that Cabonne Council is the manager of Crown land we are looking at and has been since 26th July 2002. The land official title is: Molong McGroder Park Reserve Trust (R48134) and deemed for the purpose of public recreation.

NSW Aboriginal Land Council submitted an application for Native title on 26 May 2006. No one knows if this has been approved. On the Aboriginal Land Council website, the land lot number is 13907. Council, being the manager of the land, needs to contact the Dubbo Aboriginal Land Council office (6885 7000) to see what has occurred.
Steve Pearson stated that he can see no issue arising in getting the native title removed because what we are proposing is recreation.

We thought this was very promising news as Steve Harding had mentioned this process could be very time consuming and costly.

Our question to you, as our representatives, is what requirements do you have for you to be in support of this project? A checklist would be appreciated for us to take back to MAG so we know the next step to take.

Our aim is to make the facility pay for itself as much as possible so that the ongoing costs of running the pool and facility would not be more that what is currently being spent on the existing Molong Pool. We have plans for solar panels with batteries, geothermal heating, a conference room for training, water storage tanks and mineral water to save on costs and provide additional revenue. In addition to that we want the pool to be as inviting as the existing Molong pool is with large grassed areas accessible via large glass doors that also allow natural light in and a state-of-the-art facility that will attract many people for recreational and competition swimming. We could also develop other sporting facilities adjacent to the facility, eg gym or indoor tennis courts.

This is an exciting opportunity for the Cabonne area as Molong is a central location to many of the villages it will aid in the development of our youth's swimming potential as well as providing a local training facility for our state representatives of which we have a number, a hydro pool will benefit the injured, disabled and elderly and council can once again be a blueprint for other councils providing sustainable buildings as it has been with the multipurpose facility.

[redacted]

Both Sam and myself are keen to get this project underway as soon as possible. We understand that council need to spend money on the current Molong Pool and it would be advantageous to use that money to develop this new facility instead.

We look forward to your reply.

Sincerely,

Belinda Mills

2

[redacted]

Cabonne Council

GENERAL PURPOSE FINANCIAL STATEMENTS
for the year ended 30 June 2018

"…providing sustainable local government to our rural communities through consultation and sound financial management"

Cabonne Council

Income Statement
for the year ended 30 June 2018

Original unaudited budget 2018	$ '000	Notes	Actual 2018	Actual 2017
	Income from continuing operations			
	Revenue:			
13,644	Rates and annual charges	3a	13,631	13,183
8,570	User charges and fees	3b	8,666	13,000
1,190	Interest and investment revenue	3c	1,229	1,255
629	Other revenues	3d	426	569
9,216	Grants and contributions provided for operating purposes	3e,f	11,376	15,640
18,926	Grants and contributions provided for capital purposes	3e,f	6,185	5,929
	Other income:			
300	Net gains from the disposal of assets	5	478	729
–	Net share of interests in joint ventures and associates using the equity method	15	179	–
52,475	Total income from continuing operations		42,170	50,305
	Expenses from continuing operations			
12,172	Employee benefits and on-costs	4a	11,398	11,592
174	Borrowing costs	4b	142	170
6,876	Materials and contracts	4c	7,035	9,593
9,992	Depreciation and amortisation	4d	10,646	10,340
4,460	Other expenses	4e	4,715	5,249
33,674	Total expenses from continuing operations		33,936	36,944
18,801	Operating result from continuing operations		**8,234**	**13,361**
18,801	Net operating result for the year		8,234	13,361
18,801	Net operating result attributable to Council		8,234	13,361
(125)	Net operating result for the year before grants and contributions provided for capital purposes		2,049	7,432

This statement should be read in conjunction with the accompanying notes.

Cabonne Council

Statement of Comprehensive Income
for the year ended 30 June 2018

$ '000	Notes	2018	2017
Net operating result for the year (as per Income Statement)		**8,234**	**13,361**
Other comprehensive income:			
Amounts that will not be reclassified subsequently to the operating result			
Gain (loss) on revaluation of IPP&E	9a	(620)	6,687
Other comprehensive income – joint ventures and associates	15b	3,710	–
Total items which will not be reclassified subsequently to the operating result		**3,090**	**6,687**
Amounts that will be reclassified subsequently to the operating result when specific conditions are met			
Other movements		450	–
Total items which will be reclassified subsequently to the operating result when specific conditions are met		**450**	**–**
Total other comprehensive income for the year		**3,540**	**6,687**
Total comprehensive income for the year		11,774	20,048
Total comprehensive income attributable to Council		11,774	20,048

This statement should be read in conjunction with the accompanying notes.

Cabonne Council

Statement of Financial Position
as at 30 June 2018

$ '000	Notes	2018	2017
ASSETS			
Current assets			
Cash and cash equivalents	6a	5,804	10,629
Investments	6b	39,500	36,000
Receivables	7	7,355	3,712
Inventories	8	935	941
Other	8	123	108
Total current assets		**53,717**	**51,390**
Non-current assets			
Receivables	7	1,359	1,008
Inventories	8	42	215
Infrastructure, property, plant and equipment	9	554,885	548,005
Intangible assets	10	139	74
Investments accounted for using the equity method	15	24,213	20,324
Other	8	282	282
Total non-current assets		**580,920**	**569,908**
TOTAL ASSETS		634,637	621,298
LIABILITIES			
Current liabilities			
Payables	11	4,834	3,127
Income received in advance	11	291	274
Borrowings	11	207	204
Provisions	12	3,950	3,919
Total current liabilities		**9,282**	**7,524**
Non-current liabilities			
Payables	11	55	50
Borrowings	11	1,906	2,113
Provisions	12	1,626	1,617
Total non-current liabilities		**3,587**	**3,780**
TOTAL LIABILITIES		12,869	11,304
Net assets		621,768	609,994
EQUITY			
Accumulated surplus	13	353,504	341,158
Revaluation reserves	13	268,264	268,836
Council equity interest		621,768	609,994
Total equity		621,768	609,994

This statement should be read in conjunction with the accompanying notes.

Cabonne Council

Statement of Changes in Equity
for the year ended 30 June 2018

$ '000	Notes	2018 Accumulated surplus	2018 IPP&E revaluation reserve	2018 Total equity	2017 Accumulated surplus	2017 IPP&E revaluation reserve	2017 Total equity
Opening balance		341,158	268,836	**609,994**	327,797	262,149	**589,946**
Net operating result for the year		**8,234**	**–**	**8,234**	**13,361**	**–**	**13,361**
Other comprehensive income							
– Gain (loss) on revaluation of IPP&E	9a	–	(620)	**(620)**	–	6,687	**6,687**
– Transfers to Income Statement		402	–	**402**	–	–	**–**
– Joint ventures and associates	15b	3,710	–	**3,710**	–	–	**–**
– Other movements		–	48	**48**	–	–	**–**
Other comprehensive income		**4,112**	**(572)**	**3,540**	**–**	**6,687**	**6,687**
Total comprehensive income (c&d)		**12,346**	**(572)**	**11,774**	**13,361**	**6,687**	**20,048**
Equity – balance at end of the reporting period		**353,504**	**268,264**	**621,768**	**341,158**	**268,836**	**609,994**

This statement should be read in conjunction with the accompanying notes.

Cabonne Council

Statement of Cash Flows
for the year ended 30 June 2018

Original unaudited budget 2018	$ '000	Notes	Actual 2018	Actual 2017
	Cash flows from operating activities			
	Receipts:			
13,643	Rates and annual charges		13,637	13,124
8,569	User charges and fees		9,332	13,182
1,189	Investment and interest revenue received		1,165	1,204
28,142	Grants and contributions		15,896	22,149
–	Other		671	3,727
	Payments:			
(12,172)	Employee benefits and on-costs		(11,370)	(11,604)
(6,876)	Materials and contracts		(7,936)	(9,064)
(149)	Borrowing costs		(132)	(146)
–	Bonds, deposits and retention amounts refunded		–	(4)
(4,457)	Other		(4,384)	(9,426)
27,889	**Net cash provided (or used in) operating activities**	14b	16,879	23,142
	Cash flows from investing activities			
	Receipts:			
–	Sale of investment securities		86,250	91,500
–	Sale of real estate assets		178	285
(700)	Sale of infrastructure, property, plant and equipment		1,177	1,708
–	Deferred debtors receipts		–	26
	Payments:			
–	Purchase of investment securities		(89,749)	(102,500)
(40,137)	Purchase of infrastructure, property, plant and equipment		(18,915)	(23,215)
–	Deferred debtors and advances made		(441)	–
(40,837)	**Net cash provided (or used in) investing activities**		(21,500)	(32,196)
	Cash flows from financing activities			
	Receipts:			
	Nil			
	Payments:			
(206)	Repayment of borrowings and advances		(204)	(204)
(206)	**Net cash flow provided (used in) financing activities**		(204)	(204)
(13,154)	**Net increase/(decrease) in cash and cash equivalents**		(4,825)	(9,258)
46,629	Plus: **cash and cash equivalents – beginning of year**	14a	10,629	19,887
33,475	**Cash and cash equivalents – end of the year**	14a	5,804	10,629
	Additional Information:			
	plus: **Investments on hand – end of year**	6b	39,500	36,000
	Total cash, cash equivalents and investments		45,304	46,629

This statement should be read in conjunction with the accompanying notes.

CARRIED FORWARD WORKS FROM 17/18 BUDGET TO NEW YEAR'S BUDGET LIST 2

Job /Work Order	Description	Amount	Reserve
537415	For the purchase of Land for the Moorbel Bushfire RFS Construction	$ 46,000	Revoted Expenditure
514092	Balance of the Development Software Trials Intergration	$ 21,410	Revoted Expenditure
281201	Balance of the Community Assistance Program	$ 39,001	Revoted Expenditure
	TOTAL	$ 106,411	

CABONNE COUNCIL
PO Box 17 MOLONG NSW 2866
TELEPHONE : 02 6392 3200
FACSIMILE: 02 6392 3260
Email: council@cabonne.nsw.gov.au
Website: www.cabonne.nsw.gov.au

Event Assistance Program Application Form

1. Details of the Organisation

Name of Organisation

Molong Advancement Group

Organisation Address

House Number/Name/ PO Box

P O Box 263

Street/Road

City

Molong

State

NSW

Postcode

2866

Telephone

63668593

Fax

Email

marjboll@skymesh.com.au

Contact Person

Marj Bollinger

Position in Organisation

Vice Chair

Is the organisation registered for GST Yes

Does the organisation have an ABN? yes 12620434931

Does the organisation have insurance, including public liability cover? yes

What is the aim of your organisation?

Working Cooperatively for the future of Molong through representation, promotion and education

Does your organisation have a plan/strategy? no

(Please attach if yes)

2. Event Title

Name of the event

Banjo Paterson Dinner

Funding Category Applying For (Please tick)

☐ Flagship Event ☐ Core Event ☑ Developing Event

3. Details of the Proposal

Please provide a general description of the event.

A major dinner event to join with the Orange Banjo Festival week promoted by Orange360 Tourism.

We anticipate 350 dinner guests, enjoying a 4 course meal provided by Eat Your Greens Eugowra.

We will be accompanying wine for each course, provided by Cabonne Vignerons.
Music to be provided by Orange Cecelia Rochelli and her band Johnny Be Bad.
The evening will commence with selected local artists performing Banjo Paterson Poetry.

Where and when is the event to take place?

The event is to take place on Saturday 23rd of February, 2019 to coincide with Orange Banjo Festival Week.
It will be held on the Molong Village Green from 6:30 to 11:00pm.

How will the event raise the profile of the Cabonne Council?

Our aim is to join with the signature event Orange has with the Banjo Paterson Festival and promote the villages of Cabonne.
With Manildra and Yeoval taking part in the festival already, we saw an ideal opportunity for Molong to partake as well.
The Molong 100 Mile Dinner received great reviews from visitors from all over the state.
Our aim to continue along the same lines, to advertise to people from out of our region to come and explore the 'Riches" of Cabonne Shire.
Feast on our fine food and wine, enjoy the landscape and heritage buildings. Discover the history of Banjo Paterson in our local region and to provide a first class social dining experience at the same time.

What local business opportunities will be created?

The evening cannot be created without volunteers. Our Sporting Groups and Schools will receive donations for their support in the setup of the evening.
On the evening we will be promoting the Banjo Paterson Museum at Yeoval.
We will be promoting local wineries and providing a local Eugowra company the role of catering for the event.

We believe people come back and explore out town in daylight hours if they have had a pleasant experience that evening.

With correct advertising, we will promote our motels & B&B's, therefore benefit from such an event.
When people return to our town to discover it in daylight, the shops receive added tourism trade.

How many people are expected to attend the event from within and outside the Shire?

Using Molong 100 Mile Dinner as a gauge, we would expect to sell between 300 & 350 tickets. 60-70% of the ticket holders would be tourists from outside the Cabonne Region with the remaining being a combination of people from within Cabonne and Orange Region.

What benefits will be returned to the Cabonne Community

Signature events create a following of people. People from outside the region who experience a wonderful evening are more likely to promote Cabonne Shire and return…..spread the word is the best form of advertising. But first we need to create the event and we cannot do this without assistance and much advertising and promotion. We will be promoting the riches of Cabonne and encourage our visitors to return for more!!!

Please list any other community groups involved with this event?

Not completely sure as to who the community groups will be, as we are awaiting replys to our invitation for them to contribute.
However Molong Rugby Union Club are already on board.
Molong Yarn Market
We envisage others to be involved as well.

4. Assistance requested

Type of assistance	Details	Value of Assistance exclusive of GST **(Council to provide estimate for in kind items)**
Financial Contribution	Social Media Newspapers TV Radio	$1,000.00
Financial Contribution	Banners (2 for both main approaches to town)	$ 600.00
Provide and erect barriers for the evening	If we could have Council outdoor staff to assist with the set up of the barriers for the evening and provide garbage bins as well.	?????
		$
		$
Total Assistance requested		$1,600.00

Will you require payment of EAP grant prior to lodging the Acquittal Form (please tick)		☐ yes ☐ no

5. Supporting Information

The following supporting information is attached with this application:

APPLICANT Please tick ✓		INFORMATION	COUNCIL	
YES	NO		YES	NO
Yes		A quote outlining project costs (if applicable)		
Yes		Two (2) letters of support		

6. Applicants Signature

The applicant, or the applicant's agent, must sign the application

Name	Position in Organisation
Marjory Bollinger	Vice Chair Person
Signature	**Date**
	9.8.2018

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Tick ✓		Date	Name	Signature
	Letter of Acknowledgement			
	Referral to ED & T Committee & Council			
	Determination of Application			
	Acceptance Form received			
	Project Completed			
	Grant acquittal completed and returned.			
	Funding provided to applicant			

CABONNE COUNCIL
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FACSIMILE: 02 6392 3260
Email: council@cabonne.nsw.gov.au
Website: www.cabonne.nsw.gov.au

Event Assistance Program Application Form

1. Details of the Organisation

Name of Organisation

Canowindra Challenge Inc

Organisation Address

House Number/Name/ PO Box

752

Street/Road

Longs Corner Rd

City

Canowindra

State

NSW

Postcode

2804

Telephone

02 63441819

Fax

Email

flyingwinejan@gmail.com

Contact Person

Jan Kerr

Position in Organisation

Secretary, Media and Marketing

Is the organisation X registered for GST not registered for GST

Does the organisation have an ABN? X yes __97 936 392 710_ _____ ☐ no

Does the organisation have insurance, including public liability cover? X yes ☐ no

What is the aim of your organisation?

To develop, organise and operate a sustainable annual nationally and Internationally significant community based balloon festival in Canowindra.

To ensure said event is maintained and developed as an annual event including compatible and complimentary activities for the betterment of Canowindra, Cabonne and surrounding villages

To work with other Canowindra and Cabonne based organisations to develop Cabonne centric events at other times of the year.

Does your organisation have a plan/strategy? X yes ☐ no

(Please attach if yes)

2. Event Title

Name of the event

Canowindra International Balloon Challenge

Funding Category Applying For (Please tick)

X Flagship Event ☐ Core Event ☐ Developing Event

3. Details of the Proposal

Please provide a general description of the event.

The Canowindra Balloon Challenge is a week-long competitive ballooning event.

Our aim is to offer world class competition and as such has become the Premier Balloon competition in Australia and is attracting both Australian and International balloonists.

Additional activities that will be conducted during the competitive component of the balloon event include but are not limited to, a Balloon Glow Spectacular, Family Friendly Evening Food and Wine market, We also hold a special balloon event that is a spectator focussed event involving a key grab with a major prize. We will again encourage schools from all the villages to “Adopt a Balloon” to provide a connection between the children and the balloons and hold a balloon based childrens’ art competition

Council approved a 5 year DA in 2018 for our event.

Canowindra Balloon Challenge is a major spectator event and attracts visitors from all over NSW, Nationally and even internationally. Total numbers are expected to exceed 10,000 plus the estimated 200 competitors, crews, officials and 200 +volunteers. The predictions are based on figures from previous years.

Where and when is the event to take place?

April 19th to 28th 2019 at various locations around the village of Canowindra

How will the event raise the profile of the Cabonne Council?

Ballooning is a high profile spectator and media event. Cabonne's association with Canowindra Balloon Challenge provides an equally high profile opportunity to gain exposure of the Cabonne name, Canowindra Village and Cabonne based organisations.

The event will continue to be promoted through VIC's, on TV, Radio, electronic, print and social medias. The Cabonne logo is prominently displayed on the website and all promotional material. (www.canowindrachallenge.org.au) and on all media generated after agreement on the assistance. We have a very successful social media program.

The balloon event is associated with other Cabonne/Canowindra activities such as the Food & Wine group, Canowindra Business Chamber and Orange360, thus widening the promotion base

Due to the success of past events it has attracted the attention of State Government politicians, Local and Federal Members and Tourism Ministers. The winning of awards at the Inland Tourism Awards, NSW Tourism Awards and the Regional Achievement and Community Awards have all raised the profile of Cabonne Council indicating Council's strong support for their ratepayers. Furthermore, due to the rise in visitor numbers and overnight stays surrounding councils are becoming increasingly aware of Cabonne Council's progressive nature in supporting this event.

We are very pleased to have won Bronze in the NSW Tourism Awards in 2017 and Silver in the recent Regional Tourism Awards

What local business opportunities will be created?

All local accommodation will be filled for about 8- 10 days including nearby villages and towns, in excess of 350 vans and RV's are expected to average a 7 night stay in Canowindra with their associated spending on events, gifts, alcohol, fuel, food and entertainment .

With the positive experience and the increased awareness of Canowindra and Cabonne repeat visits can be expected. It is reasonable to expect at least some of the visitors will see Cabonne as a potential home particularly if a Lifestyle exhibition is included. In the past local Real Estate Agents have reported an increase in property sales both during and immediately after the event. We believe this is attributable to the large number of visitors to the event.

How many people are expected to attend the event from within and outside the Shire?

Based on the attendance figures from previous years we anticipate in excess of 10,000 visitors plus the estimated 200 competitors, crews and officials.

Of this approximately 2,500 will be from within the shire.

We have an improved survey system of tracking visitor numbers and demographics as required by Destination NSW through our Eventbrite booking system which was introduced for caravan and motorhome bookings, ticket sales for the Cabonne Country Balloon Glow and volunteer registrations. Attached is the results of the Destination NSW post event online survey and the face to face survey taken at the Cabonne Country Balloon Glow in 2018.

What benefits will be returned to the Cabonne Community

The topography in the Canowindra area is ideal for ballooning and hence is a resource that can be tapped without negative impact on the rural nature of the area. Promoting the Canowindra Balloon Challenge as the premier event it gives locals a sense of pride and ownership.

Residents of Cabonne are given a successful event to be associated with, other community groups can participate to earn money for their cause, young people are encouraged to participate as target teams and volunteers, local businesses are more profitable and will remain in town to benefit the community generally.

Please list any other community groups involved with this event?

During the Event and at the Cabonne Country Balloon Glow and Night Markets the following groups are involved as a means of raising funds for their organisation:

Canowindra Primary and High schools and their P and C's, Junior and Senior Rugby League, Rugby Union, Lions Club, Moorbel Hall committee, SES, CWA Canowindra branch, Cowra Dance Group, St John's Ambulance cadets-Molong, Age of Fishes Museum, Canowindra Fire Brigade, Alikinetic Dance group, Canowindra Showground Trust, Canowindra Sports Trust, Canowindra Golf club, Canowindra Bowling club, Central West Tractor Trek.

Students from Canowindra High also volunteer during the event as Target team members

4. Assistance requested

Type of assistance

Part time event manager retainer	Professional management of Cabonne Country Balloon Glow / Night Markets		$6,000
Promotional Support (Electronic media) Social Media	Employ local company AdLoyalty to provide social media and website services		$6,000
Data Collection and analysis	Electronic scanners for managing ticketing, and data collection and analysis. Including RFID wristbands		$4,400
Contribution towards Wet weather insurance			$3,600
In-Kind by Council	Supply of Skip bins to Balloon Glow Disposal of rubbish in bins Toilet blocks at sportsground cleaned and serviceable eg Replacement of all missing toilet seats and light globes Staff assistance at Visitor Information Centre (Age of Fishes Museum) Staff assistance at Balloon Glow Information tent Reasonable Waiver of fees associated with the event Help with traffic management at the Balloon Glow		

Total Assistance requested $20,000 plus inkind
Will you require payment of EAP grant prior to lodging the Acquittal Form (please tick) YES

5. Supporting Information

The following supporting information is attached with this application:

APPLICANT Please tick ✓		INFORMATION	COUNCIL	
YES	NO		YES	NO
		Destination NSW survey results	x	
		Canowindra Challenge Strategic Plan 2018	x	

6. Applicants Signature

The applicant, or the applicant's agent, must sign the application

Name	Position in Organisation
Jan Kerr	Secretary
Signature	**Date**
i 	3rd August 2018

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Tick ✓		Date	Name	Signature
	Letter of Acknowledgement			
	Referral to ED & T Committee & Council			
	Determination of Application			
	Acceptance Form received			
	Project Completed			
	Grant acquittal completed and returned.			
	Funding provided to applicant			

CABONNE COUNCIL
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TELEPHONE : 02 6392 3200
FACSIMILE: 02 6392 3260
Email: council@cabonne.nsw.gov.au
Website: www.cabonne.nsw.gov.au

Event Assistance Program Application Form

1. Details of the Organisation

Name of Organisation

Orange Region Vignerons Association

Organisation Address

House Number/Name/ PO Box

P.O Box 1363

Street/Road

City

Orange

State

NSW

Postcode

2800

Telephone

0409 993 941

Fax

Email

justin@seesawwine.com

Contact Person

Justin Jarrett

Position in Organisation

President, Orange Region Vignerons Association (ORVA)

Is the organisation ☒ X registered for GST ☐ not registered for GST

Does the organisation have an ABN? ☒ X yes __82 428 195 887_____ ☐ no

Does the organisation have insurance, including public liability cover? ☒ X yes ☐ no

What is the aim of your organisation?

The aim of the Orange Region Vignerons Association (ORVA) is to promote and support the wine and producers in the Orange Wine Region. The Orange Wine Festival is the most significant component of this promotion and support for the industry.

ORVA also conducts the Orange Region Wine Show – providing invaluable benchmarking open only to wines whose grapes are grown in the Orange Wine Region.

ORVA also holds and participates in industry workshops for members and promotes the region at out of region, interstate and international wine events.

Does your organisation have a plan/strategy? ☒ X yes ☐ no

(Please attach if yes)

2. Event Title

Name of the event

2018 Orange Wine Festival

Funding Category Applying For (Please tick)

☐ Flagship Event ☒ X Core Event ☐ Developing Event

3. Details of the Proposal

Please provide a general description of the event.

2018 will mark the 13th year of the Orange Wine Festival. It will be held over 10 days in Spring from Friday 12th to Sunday 21st October.

The Orange Wine Festival is the only major consumer and industry wine event in the Orange Region. During the 10 days over 85 events will showcase the region's cool climate wines through signature events such as the Orange Wine Show Tasting, Wine and Food Night Market, Wine in the Vines, other tastings, workshops, dinners, lunches and events that combine other attributes of the Orange Region such as local produce, music, art, gardens and history.

The festival continues to build awareness of the region with cool climate wines and produce being a major drawcard and catalyst for visitation. It also is a vehicle that is building community pride both in our products and clean environment.

During the Festival visits to cellar door increases and encourages a 'connection' to the region – a message we find is increasingly being spread when visitors return home.

Where and when is the event to take place?

The Orange Wine Festival will be held from the 12th to 21st October 2018. Events will take place in all areas of the Orange Wine Region including the LGA's of Cabonne, Orange and Blayney.

How will the event raise the profile of the Cabonne Council?

In 2018, there will be 24 cellar doors and 4 businesses participating in the Wine Festival (this includes Canowindra Baroquefest).

38 events will be held in Cabonne and at least 10 wineries are involved in events being held in Orange. Many of the events will also showcase local produce and producers from Cabonne.

Cabonne Council will also receive exposure via:

Logo of Orange Wine Festival Program Website (the first year that the program will be digital), 10,000 printed 'Events at a Glance' Brochure and posters (applicable at $5,000 sponsorship).These posters will be displayed prominently around the Orange CBD as well as the villages of the region.

Promotion of sponsors through social media, which has been growing at significant rates each year. For example facebook engagement up 20% from 2016 to 2017.

Cabonne promotional material at **Wine Central** which will run from 11am to 12.30pm weekdays at the Orange Visitor Infromation Centre.

At a level of $5000, we can also offer Cabonne a banner ad on the Orange Festival Program Website.

What local business opportunities will be created?

Three of the key marketing objectives for this year's festival (being delivered by Orange 360 and The Cru PR Company)

are:

- Position the Orange & District as a highly desirable cool climate, wine region
- Increase festival numbers
- Increase overnight stay

This will result in increased numbers visiting cellar doors, accommodation venues and other businesses in the Cabonne Shire. Additionally we will continue to build community engagement to further foster the VFR market and promote to other regions to encourage day trippers to the festival.

In 2017 participating Cellar Door businesses reported an up to 47% increase in sales and accommodation was at over 75% occupancy. 50% of cellar door customers were from outside the region and overall 77% of businesses surveyed felt that the Wine Festival adds value to their business.

Local produce is sourced from many local Cabonne Producers.

How many people are expected to attend the event from within and outside the Shire?

Orange Wine Show Tasting - 400
Wine Festival Night Market – 6,000
Orange Farmers Market – 2,000
Wine in the Vines – 360
Vino Express (running both weekend in 2018) - 80

There are also approximately 85 other events during the festival with attendances from 10 to 150 people.

What benefits will be returned to the Cabonne Community

Bringing new visitors to the region. There will be an increase in marketing to Canberra.

The variety of events will assist in building longer term relationships to encourage return visits. Along with Orange 360 and FOOD Week our aim is to promote - 'its Food and Wine Week every week'.

The festival provides an opportunity to develop ongoing commercial relationships with Cabonne businesses through newsletter signups and digital communication.

Increases the awareness of the partnership between Cabonne and Orange.

People visiting the region will be encouraged to discover our historic villages and farm gates.

The entire region will benefit from wide raging media coverage including both national, interstate, state and regional articles that will showcase our people, places and produce.

The region will benefit from wine and lifestyle journalists and social influencers visiting the region and sharing their perspective on everything there is to see and do.

Please list any other community groups involved with this event?

Orange 360 – delivery of Marketing Plan and Event Support

F.O.O.D Week – assists with promotion

Canowindra Baroquefest – promoting their event in the Wine Festival Program

Rotary Club of Orange – holding a community market during the Festival

4. Assistance requested

Type of assistance	Details	Value of Assistance exclusive of GST (Council to provide estimate for in kind items)
Marketing support see attached plan)	Production of marketing collateral Costs of advertising	$5,000
		$
		$
		$
		$
Total Assistance requested		$5000

Will you require payment of EAP grant prior to lodging the Acquittal Form (please tick)		☐ X yes ☐ no

5. Supporting Information

The following supporting information is attached with this application:

APPLICANT Please tick ✓		INFORMATION	COUNCIL	
YES	NO		YES	NO
X		A quote outlining project costs (if applicable)		
X		Two (2) letters of support		

6. Applicants Signature

The applicant, or the applicant's agent, must sign the application

Name	Position in Organisation
Justin Jarrett	President, Orange Region Vignerons Association
Signature	**Date**

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Tick ✓		Date	Name	Signature
	Letter of Acknowledgement			
	Referral to ED & T Committee & Council			
	Determination of Application			
	Acceptance Form received			

	Project Completed			
	Grant acquittal completed and returned.			
	Funding provided to applicant			

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ITEM 1 - RATES SUMMARY

REPORT IN BRIEF

Reason For Report	Information provided in relation to Council's Rates collections.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.4.a - Level of rate of collection
Annexures	1. Rates graph July 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\FINANCIAL MANAGEMENT\FINANCIAL REPORTING\FINANCIAL REPORTS TO COUNCIL - 960004

SENIOR RATES OFFICER'S REPORT

Rate Collection Summary to 31 July 2018 is attached for Council's information. The percentage collected is 7.78% which is similar to previous years.

The first rate instalment falls due 31 August 2018.

ITEM 2 - INVESTMENTS SUMMARY

REPORT IN BRIEF

Reason For Report	Information provided in relation to Council's Investment Schedule.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.4.b. Maximise secure income through investments
Annexures	1. Investments Summary July 2018.pdf⇩
File Number	\OFFICIAL RECORDS LIBRARY\FINANCIAL MANAGEMENT\FINANCIAL REPORTING\FINANCIAL REPORTS TO COUNCIL - 957876

FINANCE MANAGER'S REPORT

Council's investments as at 31 July 2018 stand at a total of $39,950,294.

Council's average interest rate for the month was 2.51%. The effect of the low cash rate is having a negative impact on term deposit rates offered by financial institutions. The Reserve Bank's official cash rate remained steady at 1.50% during the month of July. However, Council's average rate is higher than Council's benchmark rate of the 30 Day Bank Bill Swap Rate of 1.88%.

Council's investments are held with multiple Australian financial Institutions with varying credit ratings according to Council's Investment Policy. The annexure to this report shows a break up of each individual institution that Council invests with and its "Standard and Poor's" Credit Rating.

The Schedule of Investments for July 2018 is attached for Council's information.

ITEM 3 - RESOLUTIONS REGISTER - INFOCOUNCIL - ACTIONS REPORTING

REPORT IN BRIEF

Reason For Report	To provide Council with a report on progress made in actioning its resolutions up to last month's Council meeting and any committee meetings held.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.a. Provide quality administrative support and governance to councillors and residents
Annexures	1. Council⇩ 2. Traffic Light Report Summary⇩
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\RESOLUTION REGISTER - 941520

GENERAL MANAGER'S REPORT

InfoCouncil generated reports are annexed including actions up to the previous month's meetings resolutions.

Progress comments are provided until the final action comment which will also show "COMPLETE": that item will then be removed from the register once resolved by the council.

Attached also is the "traffic light" indicator system that enables the council to identify potential areas of concern at a glance.

Councillors should raise any issues directly with the directors as per the mayor's request.

ITEM 4 - COMMUNITY FACILITATION FUND

REPORT IN BRIEF

Reason For Report	To report on approved expenditure under the Community Facilitation Fund (CFF).
Policy Implications	Nil
Budget Implications	Within existing budget allocation

IPR Linkage	3.3.5.a. Review community need for new and upgraded facilities
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\GRANTS AND SUBSIDIES\PROGRAMS\COMMUNITY FACILITATION FUND - 959553

GENERAL MANAGER'S REPORT

Council adopted guidelines for the Community Facilitation Fund (CFF) in March 2015. The CFF was created for smaller community projects not originally included in the council's budget, to be allocated at the discretion of the Mayor and Deputy Mayor.

As a reminder, the guidelines for the CFF are as follows:

1. Projects where no existing vote for the works has been allocated or the vote is insufficient to complete the project.

2. Recipients must be community based not-for-profit groups.

3. Mayor and Deputy Mayor to jointly approve funds (with the General Manager as proxy if one is not available).

4. Allocation of funds to be reported to the next available council meeting.

5. Limit of $3,000 per allocation unless other approved by council.

The following allocation of funds was processed in the past month.

Canowindra Public School	$2000	Canowindra Community Reading Day

ITEM 5 - COUNTRY MAYORS ASSOCIATION

REPORT IN BRIEF

Reason For Report	To update Council on matters discussed at the Country Mayors Association meeting held on 3 August 2018.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.1.d Maintain effective membership of Centroc, Strategic Alliance, Hawkesbury City Council, Weddin Shire Council and Cabonne Council Country-City Alliance, LGNSW and other forums
Annexures	1. CMA Minutes 3 August 2018⇩

File Number	\OFFICIAL RECORDS LIBRARY\GOVERNMENT RELATIONS\LOCAL AND REGIONAL LIAISON\COUNTRY MAYORS ASSOCIATION OF NSW - 959555

GENERAL MANAGER'S REPORT

The Mayor and General Manager attended the Country Mayors Association meeting at Parliament House Sydney on 3 August 2018. Special guests at the meeting were the Premier, Hon Gladys Berejiklian, and Deputy Premier, Hon John Barilaro MP.

Minutes of the meeting are attached for Councillors' information. Any queries in regard to items discussed should be directed to the General Manager.

ITEM 6 - ST JOSEPH'S SCHOOL MANILDRA

REPORT IN BRIEF

Reason For Report	Request for the information to be distributed to councillors.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	3.1.2.c Feedback provided on matters raised by young people with Council
Annexures	1. St Josephs Primary⇩
File Number	\OFFICIAL RECORDS LIBRARY\RECREATION AND CULTURAL SERVICES\EVENTS MANAGEMENT\LOCAL GOVERNMENT WEEK 2014 - 2018 - 959958

GENERAL MANAGER'S REPORT

Following the visit to St Joseph's Primary School Manildra as part of Local Government Week, the attached letter has been received with a request to distribute to all councillors.

The letter outlines a wish-list of ideas for local projects in Manildra.

ITEM 7 - GOVERNANCE, RISK MANAGEMENT AND BUSINESS IMPROVEMENT COMMITTEE

REPORT IN BRIEF

Reason For Report	To update Councillors of the Minutes of the Governance, Risk Management and Business Improvement Committee.
Policy Implications	Nil
Budget Implications	Nil

IPR Linkage	4.5.5.f Integrate risk management into all areas of Council's activities
Annexures	1. GRMBI Minutes 12 July 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\RISK MANAGEMENT\PROGRAMS\ENTERPRISE RISK MANAGEMENT - 956901

RISK MANAGEMENT COORDINATOR'S REPORT

The Governance, Risk Management and Business Improvement Committee met on the 12 July 2018.

The minutes from the meeting are attached for Council's perusal.

ITEM 8 - COMMUNITY TRANSPORT AND HOME AND COMMUNITY CARE

REPORT IN BRIEF

Reason For Report	To update Council on the operation of and financial sustainabilty of Community Transport and HACC
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	3.2.2.a - Implement the HACC program
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COMMUNITY SERVICES\SERVICE PROVISION\COMMUNITY TRANSPORT - 960024

ACTING COMMUNITY SERVICES MANAGER'S REPORT

Community Transport
The Cabonne Community Transport Service had an operating surplus of $35,627 for the 2017 / 2018 financial year; this creates a balance in reserves of $102,835.

The Community Care Supports Programs ADHC funding of $9,230, ceased 30 June 2018, due to the roll out of the NDIS. The Services' reserves creates a buffer, which will allow for this loss of funding and will allow the service to remain sustainable during the uncertainty of the continuation of block funding post 2020.

Statistic for 2017 / 2018:

- Total vehicle KMs 43,900
- Number of Clients 336
- Number of Volunteers 17

HACC
Home and Community Care (HACC) had an operating surplus of $63,798 for the 2017 / 2018 financial year, this creates a balance in reserves of $154,692.

Contracts with the Department of Health are until 30 June 2020. This significant reserve balance will allow the service to remain sustainable post 2020 if block funding ceases to continue.

Statistic for 2017 / 2018:

- Hot Meals on Wheels provided 3,002
- Frozen Meals on Wheels provided 5,867
- Meals provided during social support 897
- Hours of Social Support provided 4,385
- Hours of Home Maintenance provided 578
- Number of Clients 219
- Number of Volunteers 112

ITEM 9 - CABONNE / BLAYNEY FAMILY DAY CARE AND AFTER SCHOOL CARE SERVICES

REPORT IN BRIEF

Reason For Report	To update Council on the operation and financial sustainability of Family Day Care and After School Care Services
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	3.1.1.d - Review financial sustainability of FDC, IH and AS Care services
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\COMMUNITY SERVICES\SERVICE PROVISION\BLAYNEY AFTER SCHOOL CARE - 960006

ACTING COMMUNITY SERVICES MANAGER'S REPORT

Family Day Care

The Cabonne / Blayney Family Day Care Service had an operating surplus of $31,211 for the 2017 / 2018 financial year; this brings the Services' total reserves to $93,638. These reserves are essential for the financial sustainability of the service.

The Community Support Program (CSP) funding for Family Day Care ceased 30 June 2018 and was replaced with the Community Child Care Fund (CCCF). Funding received through the CCCF for 2018/2019 is $44,000, which is significantly less than the CSP funding of $95,945.

Statistics for 2017 / 2018:

- Children enrolled with the service 277
- Total number of booked sessions 16,356
- Average number of Educators 25

One significant barrier in securing Educators is the cost to set up a Service. The latest Educator to join the Service spent in excess of $10,000 to start her Family

Day Care Business. This included fencing, home changes, resources and qualifications.

Whilst this amount is not indicative of every new Educator, there are significant costs associated with setting up a service, which does deter prospective Educators.

After School Care

The After School Care Service had an operating surplus of $46,353 last financial year, which brings the total reserves to $63,841.

The Community Support Program (CSP) funding for After School Care ceased 30 June 2018 and was replaced with the Community Child Care Fund (CCCF). Whilst the funding received through the CCCF for 2018/2019 is $34,900, which is slightly more than the $31,380 of CSP funding, it will be reduced each year until 2021.

Blayney Council also contributes $5,000 each towards Blayney and Millthorpe services.

Mullion Creek statistics for 2017 / 2018:

- Approved for 15 places per day
- Total number of booked sessions 1,572
- Fees collected from parents $41,462
- Child Care Benefit received $31,185
- Weekly bookings - 19 permanent and 16 regular casuals

Blayney statistics for 2017 / 2018:

- Approved for 15 places per day
- Total number of booked sessions 1,852
- Fees collected from parents $48,286
- Child Care Benefit received $32,183
- Weekly bookings - 14 permanent and 4 regular casuals

Millthorpe statistics for 2017 / 2018:

- Approved for 27 places per day
- Total number of booked sessions 2,924
- Fees collected from parents $77,422
- Child Care Benefit received $40,689
- Weekly bookings - 35 permanent and 50 regular casuals

Manildra After School Care Update

Cabonne Council's application to operate an After School Care Service at Manildra was declined by the Department of Education as there was no tender. Upon talks with the Department, the Principal of Manildra Public School was advised to, and advertised for, an Expression of Interest to operate an After School Care Service. Cabonne Council offered the only expression.

Manildra Public School is in the process with the Department on Education of formalising a lease for Cabonne to run this service.

ITEM 10 - 2018 CANOWINDRA INTERNATIONAL BALLOON CHALLENGE POST EVENT REPORT

REPORT IN BRIEF

Reason For Report	To provide Canowindra Challenge Inc post event report of the 2018 Canowindra International Challenge for Council's consideration
Policy Implications	Nil
Budget Implications	$20,000 funding provided from Council's 2017-18 Events Assistance Program
IPR Linkage	4.4.1.c Provide assistance to community groups
Annexures	1. Canowindra Challenge Post Event Report 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\ECONOMIC DEVELOPMENT\REPORTING\COUNCIL REPORTS - 959878

COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER'S REPORT

Canowindra Challenge Inc has provided the post event report of its 2018 Canowindra International Balloon Challenge for Council's consideration.

The report is attached as an annexure.

Highlights of the 2018 Canowindra International Balloon Challenge included:

1. Attendance of 11,500 visitors to the event;
2. Total visitor spend of $1.5 million;
3. Record 1,583 camp site bookings at Canowindra Showground, up from 347 in 2017;
4. $55,000 income from camping fees;
5. Record number of 20 balloonists from USA, New Zealand, France and Australia;
6. 60 stallholders at Cabonne Country Balloon Glow;
7. Facebook reached 145,000 people and 480,000 impressions;
8. 26,000 page views on event website;
9. 58% of attendees were from Greater Sydney;
10. $6,100 donated to local organisations such as the Central West Tractor Trek, Canowindra High School, Canowindra Golf Club and Canowindra Sports Trust.

The report stated that Canowindra Challenge Inc. doubled its income in 2018, but did not provide a figure for gate takings at the major event, the Cabonne Country Balloon Glow and Food and Wine Markets.

The organisation invested $28,500 in capital infrastructure, including a weather station on Blue Jacket lookout, a windsock to measure upper level winds and a LPG refuelling station at Canowindra Showground.

Despite the increased income in 2018, Canowindra Challenge Inc. ended with a cash flow deficit of $31,721 due to unforeseeable expenses to provide power generators and cabling for the expanded campsite, and Development Application expenses of $7,091.

ITEM 11 - AGE OF FISHES MUSEUM MANAGER'S REPORT

REPORT IN BRIEF

Reason For Report	To provide Council with the latest update on activities at the Age of Fishes Museum at Canowindra
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.2.1.b Promote visitation and tourism activity within Cabonne through accessing and showcasing local museums
Annexures	1. age of fishes live animals permission 2 jun 2017⇩ 2. Age of Fishes financial statements jul 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\ECONOMIC DEVELOPMENT\REPORTING\COUNCIL REPORTS - 959906

COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER'S REPORT

The Age of Fishes Museum Manager's report, submitted to the 13 August 2018 board meeting, has been provided for Council's consideration.

The report and financial statements for July 2018 are attached as annexures.

The most notable aspects of the report include:

1. An operating surplus for the 2017-2018 financial year.

   The financial statements and balance sheet for July show the museum recorded an operating surplus of $28,011.19 in 2017-2018, which is a $34,800 improvement during that period.

2. The surplus ends three years of deficits, including a loss of $6,855 in 2016-2017.

The result is largely due the skill and hard work of the museum's manager Anne Clarke, her dedicated volunteer assistants and the museum's board of directors.

In the 10 months since Ms Clarke began work at the museum, the financial situation has improved significantly, reflecting an increase in visitor numbers and retail sales.

3. An 11.5% increase in museum visitors to date in 2018

The number of people paying to tour the Age of Fishes Museum in the first seven months of this calendar year totalled 4,791, up from 4,298 for the corresponding period in 2017.

4. A 33.6% increase in Visitor Information Centre numbers

The number of visitors to the accredited information centre totalled 1,561 to the end of July compared to 1,168 for the corresponding period last year.

5. A 4.5% increase in revenue to date in 2018

Total revenue in the first seven months of this calendar year totalled $66,060, up from $63,196 for the corresponding period in 2017.

6. Destination Country & Outback Regional Tourism Gold Award

The Age of Fishes Museum won the gold award in the Specialised Tourism Services category at the 2018 Country & Outback Regional Tourism Awards presented in Orange in July.

The museum has now been invited to submit an application for the NSW Tourism Awards to be announced in Sydney in November.

ITEM 12 - ENGINEERING AND TECHNICAL SERVICES REPORT - AUGUST UPDATE

REPORT IN BRIEF

Reason For Report	To update Council on works in progress in the Engineering and Technical Services Department.
Policy Implications	nil
Budget Implications	nil
IPR Linkage	4.5.1.a - Provide quality administrative support and governance to councillors and residents
Annexures	1. Engineering and Capital Works and expenditure report August 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNANCE\REPORTING\ENGINEERING AND TECHNICAL SERVICES REPORTING - 960081

DIRECTOR OF ENGINEERING & TECHNICAL SERVICES' REPORT

Please find attached to this report an update of the 2018-2019 works in progress in the Engineering and Technical Services Department.

ITEM 13 - HERITAGE ADVISOR'S REPORT

REPORT IN BRIEF

Reason For Report	Providing councillors with a copy of the Heritage Advisor's report.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.3.2.b - Heritage advisory service provided
Annexures	1. Heritage Advisors Report - August 2018⇩
File Number	\OFFICIAL RECORDS LIBRARY\DEVELOPMENT AND BUILDING CONTROLS\REPORTS\HERITAGE - 2018 - 957707

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

A copy of the Heritage Advisor's Report for August 2018 is attached for the information of the council.

ITEM 14 - MOUNT CANOBOLAS STATE CONSERVATION AREA DRAFT PLAN OF MANAGEMENT

REPORT IN BRIEF

Reason For Report	To advise council of the public exhibition period of the draft plan.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	5.5.1.a Support community education programs in environmental stewardship and management
Annexures	1. Mount Canobolas state Conservation area Draft Plan of Management⇩ 2. Mount Canobolas State Conservation Area Draft Planning Considerations⇩
File Number	\OFFICIAL RECORDS LIBRARY\GOVERNMENT RELATIONS\LOCAL AND REGIONAL LIAISON\NSW GOVERNMENT - 957985

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

The NSW Office of Environment and Heritage has placed the *Mount Canobolas State Conservation Area Draft Plan of Management* on public exhibition until 1 October 2018, and has invited submissions on the draft plan.

A copy of the draft plan, and the associated draft planning considerations publication, are attached for the information of council.

'*The park lies within the Orange subregion of the South Eastern Highlands Bioregion. Owing to its high altitude the park contains one of the few subalpine areas in the Central West. Its isolation from other similar formations has enabled the evolution of unique plants and animals, distinct from similar species in other parts of New South Wales. The altitudinal range of the park means that it is likely to become increasingly important as a refuge for plant and animal species responding to climate change and associated extreme climatic events.*

Mount Canobolas is one of the most significant nature-based attractions in the NSW Central West and the most significant in the Orange area. It has long been used for recreation by the people of Orange.

Orange City Council have proposed a significant mountain biking development for the park and surrounding lands. Their proposal includes some 63 kilometres of single-track in the park and a track head offering facilities such as a café or kiosk and toilets, and services such as bike hire, transport shuttles and visitor information. A further 54 kilometres of single-track is proposed in the lands adjoining the park, principally in Canobolas and Glenwood state forests. The draft plan enables further planning and assessment work for this project, and if approved, for the construction and maintenance of single-track and associated facilities.' (source - NSW OEH correspondence)

Cabonne Council's former General Manager, Mr A Hopkins, and former deputy mayor, Lachie MacSmith, previously had represented Cabonne Council on a working party that considered the introduction of the additional recreational use of the mountain for mountain bike trails.

ITEM 15 - STATE GOVERNMENT'S WASTE REDUCTION, RETURN AND EARN PROGRAM

REPORT IN BRIEF

Reason For Report	Report provided at the request of council
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	5.5.1.a Support community education programs in environmental stewardship and management
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\WASTE MANAGEMENT\CAMPAIGNS\WASTE REDUCTION - 957142

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

The NSW container deposit scheme Return and Earn came into effect in December 2017 as part of the Premier's priority for a 40% reduction in waste/ litter volumes by 2020, under the NSW Waste Avoidance and Resource Recovery Amendment (Container Deposit Scheme) Act 2016.

Beverage suppliers (manufacturers, importers, wholesalers and retailers) that supply eligible drink containers in NSW are responsible for funding refunds and associated scheme costs. The state has been divided into seven zones and the Network Operator (TOMRA Cleanaway) is responsible for establishing and managing the collection points.

Collection points include reverse vending machines, over the counter returns, and automated depots. As a general guide Return and Earn facilities are generated at the rate of one facility per 20,000 population. NSW EPA have developed a *Design Guideline for Container Recycling Equipment and Facilities under the NSW Container Deposit Scheme*. The Department of Planning and Environment has amended the *State Environmental Planning Policy Exempt and Complying Development Codes) 2008* to assist in streamlining the planning and approvals processes for recycling equipment and recycling facilities.

During December 2017, TOMRA Cleanaway canvassed commercial businesses throughout the Cabonne Council area promoting the Return and Earn business opportunities, and to seek to establish 'over the counter' partners. There was little or no reciprocated interest from the businesses, however FoodWorks at Canowindra has since registered to operate as an Over the Counter facility. Businesses can register their interest in becoming Return and Earn partners via the internet links provided by EPA, Return and Earn, and local council's web based information.

A reverse vending machine is a self-service machine with a mechanical scanning and counting system, best suited for smaller quantities of returns of up to 500 items in a transaction. There is a range of criteria around site suitability for hosting a reverse vending machine, with the sites typically being located in a high traffic car park with convenient access for users and collection vehicles. Sites must have electricity available.

Over the counter return points are generally operated as part of an existing local business. The business operator is responsible for ensuring the containers received are eligible, the correct type, uncrushed, unbroken, and have the original label attached. After verifying the returned bottles/cans the business operator is responsible for issuing refunds and for disposal of any material deposited that does not satisfy the Return and Earn criteria.

An automated depot can process large volumes of containers and requires mechanical scanning and counting systems to provide efficient processing of bulk returns.

The Return and Earn scheme provides a refund donation opportunity for registered charities and community groups to fundraise through collecting and returning eligible containers. Some return facilities operate solely as a donation station, with refunds directed to a nominated charity.

Reverse vending machine facilities are provided in regional centres, with facilities installed at Orange, Bathurst, Cowra, Wellington, Parkes and Dubbo. An automated depot has been established at Bathurst by a private operator.

Canowindra FoodWorks operates an over the counter deposit point. This is the only business to operate a collection point within Cabonne to date. Any business can apply to be an Earn and Return Partner. Applications can be lodged via the Return and Earn web site. Further information on the commercial opportunities for local businesses in establishing Return and Earn facilities may be found on council's web site.

Council continues to facilitate recycling services through a fortnightly kerbside bin collection, and with collection points at its landfill and transfer stations. Containers recycled through the kerb side service and processed by JR Richards may in future be subject to a contract arrangement that returns a portion of any income to council.

ITEM 16 - DEVELOPMENT APPLICATIONS RECEIVED DURING JULY 2018

REPORT IN BRIEF

Reason For Report	Details of development applications received during the preceding month.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.3.a. Provide efficient and effective development assessment
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\DEVELOPMENT AND BUILDING CONTROLS\BUILDING AND DEVELOPMENT APPLICATIONS\REPORTING - DEVELOPMENT APPLICATIONS TO COUNCIL - 957710

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

Development Applications have been received during the period 01/07/2018 to 31/07/2018 as detailed below.

SUMMARY OF DEVELOPMENT APPLICATIONS RECEIVED

TYPE	ESTIMATED VALUE
Section 68 Only x 5	$----
Modification to Four Lot Rural Subdivision	$----
Modification to Three Lot Subdivision	$----

Modification to Eight Lot Subdivision	$----
Modification to Agricultural Produce (Winery) & Signage	$----
Modification to Additions to Existing Dwelling	$----
Modification to Dwelling	$----
Two Lot Subdivision	$----
Limestone Mine	$975,000
Alterations & Additions to Existing Dwelling	$550,000
Partial Demolition	$500,000
Dwelling & Detached Garage	$250,000
Detached Garage	$19,500
In Ground Swimming Pool	$25,000
Truck Wash	$450,000
Relocation of Existing Rotunda from Village Green to Former Gasworks Site	$10,000
Farmstay Accommodation	$300,000
Storage Shed	$15,000
TOTAL: 22	**$3,094,500**

SUMMARY OF COMPLYING DEVELOPMENT APPLICATIONS RECEIVED

TYPE	ESTIMATED VALUE
Dwelling	$361,618
Carport	$8,800
Shed	$16,182
GRAND TOTAL: 25	***$3,481,100***

ITEM 17 - DEVELOPMENT APPLICATIONS APPROVED DURING JULY 2018

REPORT IN BRIEF

Reason For Report	Details of development applications approved during the preceding month.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.3.a. Provide efficient and effective development assessment
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\DEVELOPMENT AND BUILDING CONTROLS\BUILDING AND DEVELOPMENT

	APPLICATIONS\REPORTING - DEVELOPMENT APPLICATIONS TO COUNCIL - 957725

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

Development Applications have been approved during the period 01/07/2018 to 31/07/2018 as detailed below.

SUMMARY OF APPROVED DEVELOPMENT APPLICATIONS

TYPE	ESTIMATED VALUE
S68 Only x 12	$-----
Modification to Four Lot Rural Subdivision	$-----
Change of Use	$-----
Food & Drink Premises (Licenses Premises)	$-----
Modification to Agricultural Produce (Winery) & Signage	$-----
Modification to Additions to Existing Dwelling	$-----
Boundary Adjustment	$-----
Alterations & Additions to Existing Dwelling	$300,000
Dual Occupancy	$101,570
Storage Shed	$20,000
Dwelling	$400,000
Dwelling x 2 & Subdivision	$340,000
Dwelling	$267,200
Partial Demolition	$500,000
Alterations & Additions from Church to Dwelling & Storage Shed	$36,000
Dwelling	$400,000
Dwelling (Land Use) & Deck	$12,000
Detached Garage	$19,500
Alterations & Additions to Existing Church	$467,200
Alterations & Additions to Existing Dwelling	$300,000
Alterations & Additions to Existing Dwelling	$550,000
Dwelling & Detached Garage	$250,000
In Ground Swimming Pool	$25,000
Demolition of Existing & Construction of New Service Station	$2,540,000
TOTAL: 35	**$6,528,470**

SUMMARY OF APPROVED COMPLYING DEVELOPMENT APPLICATIONS

TYPE	ESTIMATED VALUE

Dwelling	$361,618
Carport	$8,800
Shed	$16,182
TOTAL: 3	**$389,600**

GRAND TOTAL: 38	**$6,915,070**
Previous Month: 21	**$3,292,995**

ITEM 18 - MEDIAN PROCESSING TIMES 2018

REPORT IN BRIEF

Reason For Report	To provide information on median processing times.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.5.3.a. Assess and determine development applications,construction certificate applications and Onsite Sewerage Management Systems (OSMS) to meet agreed service levels
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\DEVELOPMENT AND BUILDING CONTROLS\BUILDING AND DEVELOPMENT APPLICATIONS\REPORTING - DEVELOPMENT APPLICATIONS TO COUNCIL - 957726

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

Summary of median Application Processing Times over the last five years for the month of July:

YEAR	MEDIAN ACTUAL DAYS
2013	22
2014	12.5
2015	47
2016	41.5
2017	35.5

Summary of median Application Processing Times for 2018:

MONTH	MEDIAN ACTUAL DAYS
January	36
February	24.5
March	22
April	21.5
May	31

June	24.5
July	16
August	
September	
October	
November	
December	

ITEM 19 - BURIAL STATISTICS

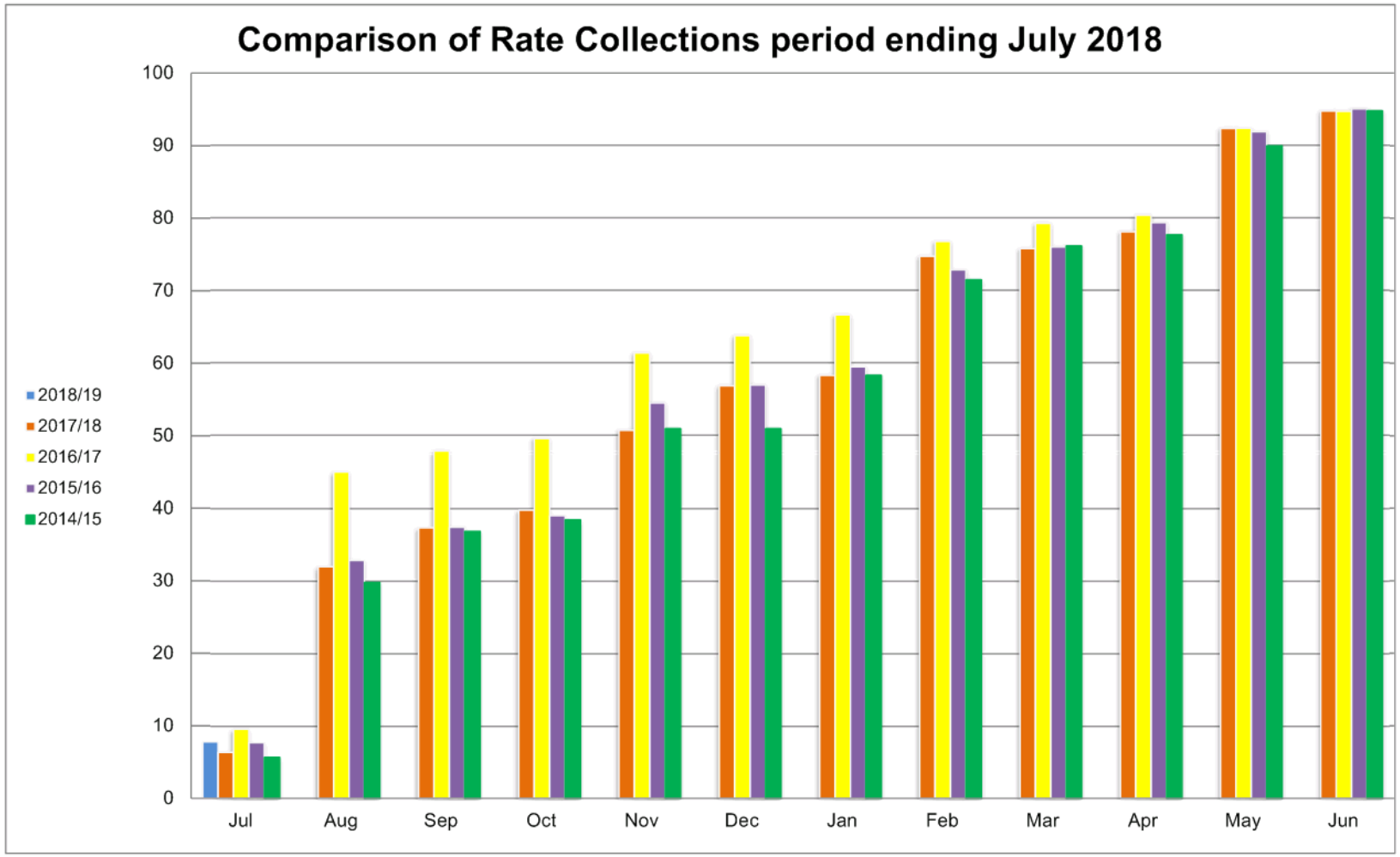
REPORT IN BRIEF

Reason For Report	To provide information on burial statistics.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	3.3.1.a - Maintain cemeteries in accordance with community requirements
Annexures	Nil
File Number	\OFFICIAL RECORDS LIBRARY\PUBLIC HEALTH\CEMETERIES\REPORTING - BURIAL STATISTICS - 957727

DIRECTOR OF ENVIRONMENTAL SERVICES' REPORT

YEAR	NO OF BURIALS
2006/07	59
2007/08	62
2008/09	57
2009/10	65
2010/11	40
2011/12	54
2012/13	54
2013/14	80
2014/15	66
2015/16	64
2016/17	41
2017/18	67
2018/19	
July	8
August	
September	
October	
November	
December	
January	
February	
March	

April	
May	
June	
Total	**8**


Comparison of Rate Collections period ending July 2018
100
90
80
70
60
50
40
30
20
10
0
2018/19
2017/18
2016/17
2015/16
2014/15
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun

Cabonne Council
Schedule of Investments as at 31/07/18 **Annexure - Item 2**

GENERAL FUND

Investing Institution	Credit Rating	Amount Invested	Interest Rate	Terms (Days)	Maturity Date
ANZ Bank	A1+	2,500,000	2.45%	180	9/08/2018
ANZ Bank	A1+	3,000,000	2.50%	273	29/10/2018
ANZ Bank	A1+	1,000,000	2.40%	180	9/09/2018
ANZ Bank	A1+	1,000,000	2.40%	180	15/10/2018
ANZ Bank	A1+	2,000,000	2.40%	180	14/01/2019
Bank of Qld	A2	500,000	2.70%	181	15/10/2018
Commonwealth Bank	A1+	242,294	1.45%	Cash Mgt A/c	31/07/2018
Commonwealth Bank	A1+	3,000,000	2.74%	300	15/04/2019
Commonwealth Bank	A1+	2,000,000	2.57%	305	15/10/2018
Commonwealth Bank	A1+	2,000,000	2.56%	270	19/09/2018
Illawarra Mutual Build Society	A2	250,000	2.70%	181	7/11/2018
Illawarra Mutual Build Society	A2	500,000	2.55%	364	8/11/2018
Me Bank	A2	1,500,000	2.80%	210	17/01/2019
National Australia Bank	A1+	1,500,000	2.57%	180	3/09/2018
National Australia Bank	A1+	1,000,000	2.62%	150	3/09/2018
National Australia Bank	A1+	3,000,000	2.64%	150	4/10/2018
National Australia Bank	A1+	2,000,000	2.64%	150	4/10/2018
National Australia Bank	A1+	1,000,000	2.76%	120	16/10/2018
National Australia Bank	A1+	2,000,000	2.49%	180	13/08/2018
Reliance Credit Union	Unrated	250,000	2.70%	365	30/10/2018
Suncorp-Metway	A1	2,000,000	2.70%	182	21/01/2019
Westpac Bank	A1+	2,000,000	2.54%	180	20/08/2018
Westpac Bank	A1+	1,000,000	2.54%	215	25/09/2018
Westpac Bank	A1+	3,000,000	2.50%	180	14/11/2018
Westpac Bank	A1+	1,500,000	2.54%	210	20/09/2018

GENERAL FUND INVESTMENTS **$ 39,742,294**

TRUST FUND

Investing Institution	Credit Rating	Amount Invested	Interest Rate	Terms (Days)
Commonwealth Bank	A1+	208,000	1.70%	24 Hour at call account

TRUST FUND INVESTMENTS **$ 208,000**

TOTAL INVESTMENTS **$ 39,950,294**

INVESTMENT POLICY

Council's Investment policy states the aggregate of investments should not exceed the following percentages:

Standard & Poors Credit Short Term Rating	Maximum Percentage Total Investments
A1+	100.00%
A1 & A1-	50.00%
A2	10.00%
Unrated	2.00%

Council's Current Exposure of Total Investments

A1+	87.48%	$	34,950,294
A1 & A1-	5.01%	$	2,000,000
A2	6.88%	$	2,750,000
Unrated	0.63%	$	250,000
	Total Investments	**$**	**39,950,294**

Council's Investment policy states the amount invested with any one financial institution should not exceed the following percentages:

Standard & Poors Credit Short Term Rating	Percentage per Institution
A1+	30.00%
A1 & A1-	20.00%
A2	10.00%
Unrated	2.00%

Council's Current Exposure per Institution

Commonwealth Bank	18.65%	$	7,450,294	A1+
National Australia Bank	26.28%	$	10,500,000	A1+
Westpac Bank	18.77%	$	7,500,000	A1+
ANZ	23.78%	$	9,500,000	A1+
Suncorp-Metway	5.01%	$	2,000,000	A1
Bank of Qld	1.25%	$	500,000	A2
Illawarra Mutual Building Society	1.88%	$	750,000	A2
Me Bank	3.75%	$	1,500,000	A2
Reliance Credit Union	0.63%	$	250,000	Unrated
	Total Investments	**$**	**39,950,294**	

INVESTMENT MOVEMENTS

Council's Overall Total Investments has increased due to variations in the Cashflow during the month of June

	This Month	Last Month	July 2017
Total Investments	$ 39,950,294	$ 44,244,294	$ 43,234,549
% Change	-10.75%		-8.22%

INTEREST RATE PERFORMANCE

Council's Average Interest rate for the month was 2.51%. The average rate movement is minimal due to the low cash rate and the flow on effect to term deposit rates offered in the market. The Reserve Bank's official cash rate remained at 1.50% in June.
However, Council's average is still higher than Council's Performance Benchmark,the 30 Day Bank Bill Swap Rate of 1.88%.

Performance Benchmark 30 Day Bank Bill Swap Rate	Av Interest Rate This Month	Av Interest Rate Last Month	Av Interest Rate July 2017
1.88%	2.51%	2.50%	2.46%

L Taberner
Responsible Accounting Officer
I hereby certify that the investments listed in this report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investment policy number POL 08/52.

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Meeting	Officer/Director	Section	Subject
Ordinary Meeting 17 September 2013	Robert Cohen Robert Cohen	Confidential Items	PURCHASE OF UNIDENTIFIED RAILWAY LAND NORTH OF LOT 1 DP 745958 MOLONG

RECOMMENDATION (Wilcox/Culverson)

THAT Council:

1. Proceed with the subdivision and purchase of the unidentified railway land north of Lot 1 DP 745958, Molong.
2. Affix the seal of Council to the subdivision and acquisition documents.
3. Classify the land as operational.

17 Aug 2018 - 11:44 AM - Deborah Jordan
Action reassigned to Robert Cohen by: Deborah Jordan
Contracts signed and with JHR
11 Jul 2018 - 12:14 PM - Deborah Jordan
Action reassigned to Robert Cohen by: Deborah Jordan
Contracts signed and with JHR
19 Jun 2018 - 9:54 AM - Sharlea Taite
Contracts signed and with JHR
11 May 2018 - 12:26 PM - Emma Tadros
Contracts require further signatures
11 Apr 2018 - 1:45 PM - Sharlea Taite
Deed of agreement with GM for signing
15 Feb 2018 - 9:56 AM - Sharlea Taite
Deed of agreement with JHR solicitors for amendments.,
08 Nov 2017 - 10:09 AM - Sharlea Taite
awaiting on progress from JHR
13 Sep 2017 - 11:56 AM - Sharlea Taite
With JHR solicitors to create a Deed of Acquisition
12 Jul 2017 - 9:59 AM - Sharlea Taite
With JHR
16 Jun 2017 - 12:58 PM - Sharlea Taite
Email sent to solicitors again for update
10 May 2017 - 4:02 PM - Sharlea Taite
Email sent to solicitors on status
12 Apr 2017 - 2:24 PM - Sharlea Taite
Still currently with solicitors to draw up transfer paperwork.

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08 Mar 2017 - 11:49 AM - Sharlea Taite
Currently with solicitors to draw up transfer paperwork.
07 Dec 2016 - 10:39 AM - Sharlea Taite
survey completed
JHR have said they endorsed plan just waiting for council to receive
02 Nov 2016 - 11:25 AM - Sharlea Taite
survey has been completed and information sent to Enviro for information as JHR wanting to get land subdivided.
Awaiting on information
15 Sep 2016 - 11:51 AM - Sharlea Taite
Quote accepted waiting for correspondence from contractor - Matt Forsyth
09 May 2016 - 1:49 PM - Sharlea Taite
They advised that they now need a subdivision to be completed. Subdivision will be needed to finalise this one so I have sent this job to 3 surveyors for quotes. Have only received one quote so far. Will await to receive the remaining quotes
11 Mar 2016 - 9:46 AM - Sharlea Taite
investigations still happening
15 Jan 2016 - 12:55 PM - Sharlea Taite
John Holland asked for Council to supply 149 Certificate and provide sewer diagrams late last year. 149 Certificate asked to be supplied by Environmental Services. Environmental Services have advised that further investigations need to be done before supplied with 149.
11 Nov 2015 - 10:36 AM - Sharlea Taite
still waiting on JHR - design staff liaising with JHR
08 Sep 2015 - 4:24 PM - Sharlea Taite
Reply from Jacob Evans - Still haven't heard from John Holland Rail at all regarding this or the one below. I have literally just emailed them again this morning so awaiting a response but they haven't sent anything through at this stage.
23 Jul 2015 - 12:18 PM - Sharlea Taite
Still awaiting approval from NSW Government properties for Rail to sell land directly to Council
04 Jun 2015 - 2:54 PM - Sharlea Taite
Jacob Evan comment - Last correspondence from Rail was that they are still awaiting approval from Government Properties NSW to be able to sell land direct to Council.
02 Apr 2015 - 3:50 PM - Sharlea Taite
2. Have contacted JHR regarding this matter and its still with Transport NSW so waiting on them. I was advised that JHR will follow them up to try to get a result.
06 Feb 2015 - 9:39 AM - Sharlea Taite
have received confirmation from JHR to purchase. In the process now of doing all the paperwork and sending to solicitors.
06 Jan 2015 - 3:57 PM - Sharlea Taite
Property Officer from JHR has contacted me and is chasing the documentation up
01 Dec 2014 - 3:03 PM - Sharlea Taite
have asked for an update from John Holland....no response
09 Oct 2014 - 11:20 AM - Robert Cohen
Action reassigned to Sharlea Kenney by: Sharlea Kenney
02 Jul 2014 - 10:40 AM - Kristi Whiteman
Response to email sent 2/07/2014 - Documents with Transport NSW, John Holland following up on the progress.

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02 Apr 2014 - 12:58 PM - Jason Theakstone
email sent today requesting update
07 Mar 2014 - 10:37 AM - Jason Theakstone
AWAITING JOHN HOLLAND RAIL
05 Nov 2013 - 3:55 PM - Jason Theakstone
Awaiting JHR
17 Oct 2013 - 3:30 PM - Jason Theakstone
Application sent to JHR. Awaiting advice

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 March 2016	Robert Cohen Robert Cohen	For Determination	Mullion Creek - Pedestrian Crossing Facility across Long Point Road

RECOMMENDATION (Wilcox/Culverson)

THAT Council:

1. Allocate $8,107.50 from revenue to fund 50% of the installation of a pedestrian crossing facility in Mullion Creek.
2. Resolve the expenditure is required and warranted for public safety purposes.
3. Approach RMS through the Traffic Committee to look at speed restrictions through the refuge.

13 Aug 2018 - 2:38 PM - Deborah Jordan
All footpoath work complete, redesigned ramp and pram ramp to be completed.
11 Jul 2018 - 12:14 PM - Deborah Jordan
Action reassigned to Robert Cohen by: Deborah Jordan
11 Jul 2018 - 12:10 PM - Deborah Jordan
Work commenced 9th July, expected to take 3 weeks.
18 Jun 2018 - 10:43 AM - Emma Tadros
Action reassigned to Sharlea Taite by: Emma Tadros
12 Apr 2018 - 2:38 PM - Sharlea Taite
Part of VEP submissions
15 Feb 2018 - 9:10 AM - Sharlea Taite
further investigating
16 Nov 2017 - 4:01 PM - Sharlea Taite
still investigating
15 Sep 2017 - 3:00 PM - Sharlea Taite
no update of VEP projects
08 Aug 2017 - 4:02 PM - Sharlea Taite
looking at including with the VEP works
16 Jun 2017 - 12:52 PM - Sharlea Taite

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Options are still being considered
10 May 2017 - 10:32 AM - Sharlea Taite
Still awaitinf RMS approval due to no current RMS funds
17 Mar 2017 - 11:53 AM - Clive Cawthorne
Still awaiting RMS approval
08 Dec 2016 - 9:28 AM - Clive Cawthorne
Still awaiting reply from RMS - will follow up with RMS for a response.
18 Oct 2016 - 3:48 PM - Sharlea Taite
Still with RMS for approval
09 Aug 2016 - 9:53 AM - Clive Cawthorne
Still with RMS awaiting approval and funding
11 May 2016 - 10:00 AM - Clive Cawthorne
Design complete, now with RMS for approval

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 April 2016	Heidi Thornberry Steve Harding	For Determination	HANOVER BRIDGE - LAND ACQUISITION

MOTION (Culverson/Wilcox)

THAT Council authorise:

1. The purchase of 5,500sqm of land from Lot 7300 DP 1144896 by way of compulsory acquisition in accordance with the Land Acquisition (Just Terms Compensation) Act 1991;
2. An application to be made to the Minister and the Governor for approval to acquire part Lot 7300 DP 1144896 by compulsory acquisition process;
3. The affixation of the Common Seal to the Crown licence documents;
4. The affixation of the Common Seal and appropriate signatures on the associated land transfer documents.

17 Aug 2018 - 11:23 AM - Heidi Thornberry
COMPLETE
10 Aug 2018 - 2:25 PM - Jolene Pearson
Seal not required on notice of compulsory acquisition of land - COMPLETE
16 Jul 2018 - 11:31 AM - Heidi Thornberry
Still awaitng documents
13 Jul 2018 - 11:11 AM - Heidi Thornberry
Still awaitng documents
15 Jun 2018 - 4:05 PM - Heidi Thornberry

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Still awaiting transfer documents to affix seal
10 May 2018 - 2:35 PM - Heidi Thornberry
Awaiting transfer documents to affix seal
12 Apr 2018 - 4:17 PM - Jolene Pearson
Action reassigned to Heidi Thornberry by: Jolene Pearson
12 Apr 2018 - 3:52 PM - Jolene Pearson
Seal affixed to the Crown Licence documents 12/12/17.
Awaiting transfer documents to affix seal
12 Oct 2017 - 1:32 PM - Jolene Pearson
Awaiting documents to apply seal
15 Sep 2017 - 9:53 AM - Victoria Priest
Awaiting documents to apply seal
10 Jul 2017 - 2:14 PM - Victoria Priest
Noted that solicitors have advised there is a delay in getting the paperwork - awaiting documents to apply seal
15 Jun 2017 - 12:21 PM - Victoria Priest
Awaiting documents to apply seal
11 May 2017 - 2:06 PM - Victoria Priest
Awaiting documents to apply seal
16 Mar 2017 - 4:42 PM - Victoria Priest
Noted commentsfrom Acting Technical Services Manager that two private acquisitions completed one crown acquisition still ongoing and with solicitors
Awaiting documents to apply seal
09 Feb 2017 - 10:04 AM - Victoria Priest
Awaiting Documents to apply seal
09 Dec 2016 - 12:14 PM - Victoria Priest
Awaiting Documents to apply seal
02 Nov 2016 - 2:58 PM - Victoria Priest
Noted comments from DETS PA - awaiting documents to apply seal
20 Oct 2016 - 1:57 PM - Victoria Priest
Awating documents to apply seal
24 Aug 2016 - 4:17 PM - Victoria Priest
Noted comments from Acting technical Services Manager from August - awaiting documents to apply seal
04 Jul 2016 - 12:09 PM - Victoria Priest
Noted comments from the Acting Technical Services Manager from May 2016.
Awaiting documents to apply seal
28 Apr 2016 - 4:05 PM - Victoria Priest
Awaiting Documents
27 Apr 2016 - 12:46 PM - Gerard Aguila
AO re Seal

Meeting	Officer/Director	Section	Subject

Outstanding Actions	**Division:**		**Date From:**
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Ordinary Meeting 20 December 2016	Heidi Thornberry Steve Harding	Confidential Items	CANOWINDRA RETIREMENT VILLAGE

RECOMMENDATION (Walker/MacSmith)

THAT Council:

1. Agree to purchase lots 1 & 2 DP 1124922 Corner Mill & Blatchford Streets, Canowindra in full settlement of the outstanding loan.
2. Authorise the common seal to be affixed to the transfer documents.
3. Advertise for expressions of interest for a provider to enter into a partnership with Council as outlined in the report.

17 Aug 2018 - 11:40 AM - Heidi Thornberry
Still awaiting documentation to affix seal
12 Jul 2018 - 2:00 PM - Heidi Thornberry
Still awaiting documentation to affix seal
15 Jun 2018 - 4:06 PM - Heidi Thornberry
Still awaiting documentation to affix seal
10 May 2018 - 2:35 PM - Heidi Thornberry
Awaiting documentation to affix seal
16 Apr 2018 - 11:57 AM - Jolene Pearson
Still waiting on approval for the Public Private Partnership from OLG.
12 Apr 2018 - 4:15 PM - Jolene Pearson
Action reassigned to Heidi Thornberry by: Jolene Pearson
19 Feb 2018 - 11:56 AM - Jolene Pearson
Still waiting on approval for the Public Private Partnership from OLG.
12 Oct 2017 - 2:40 PM - Jolene Pearson
Following up with Margot Sawyer to check the progress.
14 Sep 2017 - 2:41 PM - Victoria Priest
Advised Margot Sawyer to proceed even though approval has not been granted from OLG at the request of A/DFCS
10 Jul 2017 - 1:00 PM - Victoria Priest
Awaiting on approval from OLG before land can be purchased
15 Jun 2017 - 12:17 PM - Victoria Priest
Awaiting documents to apply seal
11 May 2017 - 2:04 PM - Victoria Priest
Awaiting documents to apply seal
11 Apr 2017 - 4:56 PM - Victoria Priest

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Awaiting documents to apply seal
21 Mar 2017 - 12:43 PM - Victoria Priest
Vicki 9/2/17 9:47am – Awaiting documents to affix seal *Re-entered due to error*

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 28 March 2017	Timothy Wark Robert Cohen	For Determination	DRINKING WATER BUBBLERS

MOTION (Dean/Walker)

THAT Council:

1. Agree to the replacement of drinking water bubblers at Molong, Canowindra and Manildra at a cost of $3,800 per bubbler;
2. Install an additional water bubbler at the Skate Park precinct at Canowindra; and
3. Contact Central Tablelands Water to share the cost of replacement bubblers and the additional bubbler at Canowindra.

17 Aug 2018 - 11:56 AM - Deborah Jordan
One installed in Manildra and Cargo, others to be rolled through in the next week.
09 Jul 2018 - 3:18 PM - Timothy Wark
Water bubblers have arrived and are to be installed within the next two weeks.
14 Jun 2018 - 12:05 PM - Timothy Wark
Bubblers are to arrive prior to end of June 2018 and installed within July 2018.
09 Apr 2018 - 11:49 AM - Timothy Wark
Bubblers are to purchased and installed now via an order from the department Director.
14 Mar 2018 - 1:42 PM - Timothy Wark
A letter is to be sent to CTW asking for assistance either via a contribution for the capital outlay of the new bubblers to be purhased and/or the ongoing supply of the potable water to be utilised by the community through the use of the bubblers.
16 Feb 2018 - 9:11 AM - Timothy Wark
Nothing has changed from previous comments.
13 Sep 2017 - 3:47 PM - Timothy Wark
1. Replacement of drinking water bubblers at Molong, Canowindra and Manildra is ongoing.
2.Installation of an additional drinking water bubbler at the Skate Park precinct at Canowindra is ongoing.
3. Formulation of an agreement between Council and Central Tablelands Water to share the costs of replacement drinking water bubblers and additional drinking water bubbler is ongoing.

13 Sep 2017 - 11:51 AM - Sharlea Taite
Action reassigned to Timothy Wark by: Sharlea Kenney
12 Jul 2017 - 10:07 AM - Sharlea Taite
Liaising with CTW

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16 Jun 2017 - 12:50 PM - Sharlea Taite
Liaising with Central Tablelands Water

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 April 2017	Robert Cohen Robert Cohen	For Determination	EUGOWRA PUZZLE FLAT LEVEE EASEMENTS

MOTION (Dean/Davison)

THAT authority be granted to affix the Common Seal of Council to the s88B Instrument for the establishment of the easement.

13 Aug 2018 - 2:41 PM - Deborah Jordan
Awaiting signoff from remaining 3 landowners.
12 Jul 2018 - 11:58 AM - Deborah Jordan
1 landowner agreement complete, others still in negotiation
19 Jun 2018 - 9:58 AM - Deborah Jordan
1 landowner agreement complete, others still in negotiation
11 May 2018 - 1:45 PM - Emma Tadros
Paperwork with solicitors
11 Apr 2018 - 1:43 PM - Sharlea Taite
Solicitors have created easement contracts.
15 Feb 2018 - 9:53 AM - Sharlea Taite
Solicitors drawng up a form of contract so they can be dealt with individually
16 Nov 2017 - 3:56 PM - Sharlea Taite
Still progressing
13 Sep 2017 - 11:53 AM - Sharlea Taite
Final design complete. In process of engaging Surveyors
12 Jul 2017 - 9:57 AM - Sharlea Taite
Waiting for final report

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 April 2017	Heidi Thornberry Steve Harding	For Determination	EUGOWRA PUZZLE FLAT LEVEE EASEMENTS

MOTION (Dean/Davison)

THAT authority be granted to affix the Common Seal of Council to the s88B Instrument for the establishment of the easement.

17 Aug 2018 - 11:29 AM - Heidi Thornberry
Still awaiting documentation to affix seal
12 Jul 2018 - 2:00 PM - Heidi Thornberry
Still awaiting documentation to affix seal

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15 Jun 2018 - 4:06 PM - Heidi Thornberry
Still awaiting documentation to affix seal
10 May 2018 - 2:36 PM - Heidi Thornberry
Awaiting documentation to affix seal
12 Apr 2018 - 4:17 PM - Jolene Pearson
Action reassigned to Heidi Thornberry by: Jolene Pearson
12 Apr 2018 - 3:54 PM - Jolene Pearson
See comments from Engineering - still progressing.
19 Feb 2018 - 10:43 AM - Jolene Pearson
See comments from Engineering - still progressing.
12 Oct 2017 - 1:33 PM - Jolene Pearson
Awaiting documents to apply seal
15 Sep 2017 - 9:56 AM - Victoria Priest
Noted comments from DETS PA - Awaiting documents to apply seal
16 Aug 2017 - 3:35 PM - Victoria Priest
Noted comments from DETS PA - Awaiting Documents to apply seal
15 Jun 2017 - 12:17 PM - Victoria Priest
Awaiting documents to apply seal
11 May 2017 - 2:02 PM - Victoria Priest
Awaiting documents to apply seal
01 May 2017 - 12:06 PM - Gerard Aguila
AO re Seal

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 25 July 2017	Robert Cohen Robert Cohen	For Determination	PROPOSAL FOR ESTABLISHMENT OF A TRUCK WASH AT MOLONG

MOTION (Nash/Wilcox)

THAT Council accept funding of $505,060 from Transport for NSW for the construction of a Truck Wash facility at Molong.

13 Aug 2018 - 2:47 PM - Steve Harding
Truck wash to be programmed for construction when development approval is received.
12 Jul 2018 - 11:58 AM - Deborah Jordan
Proposals still at assessment stage
18 Jun 2018 - 2:34 PM - Deborah Jordan
have received proposals, going through assessments
11 May 2018 - 1:47 PM - Emma Tadros
To report to June Council meeting. Still on public display
12 Apr 2018 - 2:38 PM - Sharlea Taite
Land use approved by Planning and Environment NSW

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15 Feb 2018 - 3:57 PM - Sharlea Taite
Deed finalised
Consultant to be engaged to prepare design documentation

14 Sep 2017 - 10:16 AM - Sharlea Taite
Have received deed from Restart NSW for $252,530 which is half the funds, awaiting on notification regarding Federal funds.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 September 2017	Denis O'Brien Robert Cohen	For Determination	CANOWINDRA AND EUGOWRA SES BUILDINGS

MOTION (Davison/Nash)

THAT Council authorise funding from the Infrastructure Replacement Reserves of:

1. $5,000 for replacement of air conditioning for the Canowindra SES; and
2. $675 for two motors for the roller doors for the Eugowra SES.

07 Aug 2018 - 1:57 PM - Denis O'Brien
Waiting on advice from Urban services
12 Jul 2018 - 1:44 PM - Denis O'Brien
With Coordinator of Urban Services
13 Jun 2018 - 9:32 AM - Denis O'Brien
Still being resolved by Urban services section
11 May 2018 - 8:44 AM - Denis O'Brien
Advised by Urban Services that SES is to yet provide 50% contribution.
10 May 2018 - 1:38 PM - Denis O'Brien
Following up again with Urban Services
12 Apr 2018 - 3:46 PM - Denis O'Brien
Waiting on advice from urban services section
12 Mar 2018 - 8:22 AM - Denis O'Brien
Waiting on advice from SES. Discussed with Urban Services section.
14 Feb 2018 - 9:21 AM - Denis O'Brien
Waiting on advice from SES
10 Oct 2017 - 3:34 PM - Denis O'Brien
SES advised that the funding is available.

Meeting	Officer/Director	Section	Subject

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Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 October 2017	Timothy Wark Robert Cohen	For Determination	REQUEST TO CONSTRUCT PLAYGROUND AT THE CUDAL RECREATION GROUND

MOTION (Walker/Treavors)

THAT Council endorse a letter of support to construct a playground at the Cudal Recreation Ground, or alternatively a Skate Park in Cudal, if the family are agreeable, subject to final design meeting council requirements.

17 Aug 2018 - 11:57 AM - Deborah Jordan
No change
09 Jul 2018 - 3:18 PM - Timothy Wark
No change.
14 Jun 2018 - 12:04 PM - Timothy Wark
No change or correspondence from last comment.
09 Apr 2018 - 11:47 AM - Timothy Wark
There is no change from previous comment.
14 Mar 2018 - 1:48 PM - Timothy Wark
No correspondence has been received from the proponent since the last comment.
16 Feb 2018 - 8:56 AM - Timothy Wark
The proponent has been requested to provide a costed description of what is proposed to be built.
20 Nov 2017 - 9:59 AM - Timothy Wark
Support letter from Council has been sent as requested.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 28 November 2017	Robert Cohen Robert Cohen	For Determination	MITCHELL ROOM, BANK STREET, MOLONG

RECOMMENDATION (Batten/Mullins)

THAT a further structural assessment be commissioned to confirm the findings of earlier reports and to carry out the recommendations of the report.

17 Aug 2018 - 11:45 AM - Deborah Jordan
Designs are being assessed and costed.
12 Jul 2018 - 11:59 AM - Deborah Jordan
Consultants doing detailed design.
18 Jun 2018 - 2:34 PM - Sharlea Taite
DA submitted, engaged consultant to do SOE and Environment and heritage impact statements. Consultants doing detailed design.
11 May 2018 - 1:47 PM - Emma Tadros

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DA to be submitted based on the design and concept
11 Apr 2018 - 9:03 AM - Sharlea Taite
Design ATm engaged to do conceptual design
21 Feb 2018 - 11:17 AM - Emma Tadros
Quotations received from design consultants

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 28 November 2017	Robert Cohen Robert Cohen	Confidential Items	AUTOMATED ROAD MAINTENANCE TRUCK

RECOMMENDATION (Walker/Batten)

THAT Council purchase of a Isuzu FXZ240/350 fitted with a Paveline Autopatch body for the purchase price of $384,692 (excluding GST), from Paveline International.

13 Aug 2018 - 3:00 PM - Deborah Jordan
Expected delivery date is September.
11 Jul 2018 - 12:14 PM - Deborah Jordan
Action reassigned to Robert Cohen by: Deborah Jordan
Truck has not yet arrived.
18 Jun 2018 - 2:37 PM - Sharlea Taite
still no delivery date
11 Apr 2018 - 11:40 AM - Sharlea Taite
unsure when delivery is
15 Feb 2018 - 10:04 AM - Sharlea Taite
Truck has been ordered. unsure on delivery date

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 27 February 2018	Luke Taberner Steve Harding	For Determination	AGREEMENT FOR THE PROVISION OF LIBRARY SERVICES

RECOMMENDATION (Weaver/Durkin)

THAT Council sign and seal the agreement with Orange City Council annexed to this report, with the following adjustment:

Section 8 (d) of the agreement be changed to read as follows:

"If there is no resolution in relation to a dispute an independent arbitrator is to be appointed by Centroc and both parties are to abide by the decision handed down by the arbitrator."

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01 Aug 2018 - 9:43 AM - Luke Taberner
Agreement not yet issued.
03 Jul 2018 - 9:54 AM - Luke Taberner
This agreement was discussed at the recent CWL meeting held at Orange on Friday 29 June. OCC agreed to reissue an agreement with adjusted clauses which will be acceptable to council.
31 May 2018 - 9:11 AM - Luke Taberner
A meeting has been scheduled for 29 June to discuss the new agreement.
04 May 2018 - 11:53 AM - Luke Taberner
Still waiting for response from OCC regarding the service level agreement and specifically the provision relating to dispute resolution.
09 Apr 2018 - 12:21 PM - Luke Taberner
Still waiting for response from OCC regarding the service level agreement and specifically the provision relating to dispute resolution.
09 Mar 2018 - 9:22 AM - Luke Taberner
Decision from Council meeting sent to Central West Libraries. Awaiting suitable agreement which complies with Council resolution to sign.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 27 February 2018	Heidi Thornberry Steve Harding	For Determination	AGREEMENT FOR THE PROVISION OF LIBRARY SERVICES

RECOMMENDATION (Weaver/Durkin)

THAT Council sign and seal the agreement with Orange City Council annexed to this report, with the following adjustment:

Section 8 (d) of the agreement be changed to read as follows:

"If there is no resolution in relation to a dispute an independent arbitrator is to be appointed by Centroc and both parties are to abide by the decision handed down by the arbitrator."

17 Aug 2018 - 11:29 AM - Heidi Thornberry
Still awaiting documentation to affix seal
12 Jul 2018 - 2:58 PM - Heidi Thornberry
Still awaiting documentation to affix seal as document is being re-written
15 Jun 2018 - 4:07 PM - Heidi Thornberry
Still awaiting documentation to affix seal
10 May 2018 - 2:37 PM - Heidi Thornberry
Awaiting documentation to affix seal
10 Apr 2018 - 9:55 AM - Jolene Pearson
Action reassigned to Heidi Thornberry by: Jolene Pearson
13 Mar 2018 - 11:33 AM - Jolene Pearson
Awaiting documents.

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Meeting	Officer/Director	Section	Subject
Ordinary Meeting 27 March 2018	Sarah Bellach Steve Harding	For Determination	REQUESTS FOR DONATION

MOTION (Nash/Davison)

THAT Council donate:

1. $1,000 to the Borenore CWA for repairs to the Hall kitchen.
2. Two bench seats to the value of $1,600 to the Canowindra RSL Sub-branch for placement within the grounds of the Canowindra Hospital.
3. $250 to NAIDOC Week School Initiatives
4. $100 to Paris Capell to represent the electorate at the YMCA Youth Parliament.

10 Aug 2018 - 2:22 PM - Sarah Bellach
1. COMPLETE
2. PENDING - seats to be purchased October
3. COMPLETE
4. COMPLETE

16 Jul 2018 - 11:37 AM - Sarah Bellach
1. COMPLETE
2. Seats not not required to be purchased until October
3. COMPLETE
4. COMPLETE

14 Jun 2018 - 2:12 PM - Sarah Bellach
1. COMPLETE
2. Seats not being purchased until October
3. COMPLETE
4. COMPLETE

06 Jun 2018 - 1:44 PM - Sarah Bellach
1. COMPLETE
2. Seats are not required to be puchased until October
3. COMPLETE
4. COMPLETE

07 May 2018 - 11:25 AM - Sarah Bellach

Outstanding Actions	**Division:**		**Date From:**
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1. COMPLETE
2. Seats are not required to be purchased until October
3. COMPLETE
4. COMPLETE

12 Apr 2018 - 2:39 PM - Sarah Bellach
1. Donation has been paid. COMPLETE
2. Seats are not required to be purchased until October
3. Donation has been paid. COMPLETE
4. Paris Capell not requiring assistance as she is not attending event, due to conflicting with exams. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 27 March 2018	Robert Cohen Robert Cohen	For Determination	CLOSED CIRCUIT TELEVISION FOR PUBLIC PLACES AT MOLONG AND CANOWINDRA

RECOMMENDATION (Durkin/Newsom)

THAT Council form a working-party of appropriate stakeholders to undertake a detailed assessment and address the necessary criteria to determine the future of the project to install closed circuit television in public places in relevant towns and villages within Cabonne.

13 Aug 2018 - 3:01 PM - Deborah Jordan
Crime statistics still being investigated. Form a working group to advise of findings.
11 Jul 2018 - 12:14 PM - Deborah Jordan
Action reassigned to Robert Cohen by: Deborah Jordan
11 Jul 2018 - 12:11 PM - Deborah Jordan
Bob researching crime statistics.
18 Jun 2018 - 2:37 PM - Sharlea Taite
still in discussion
11 May 2018 - 2:00 PM - Emma Tadros
Item to be added to next CMT agenda
12 Apr 2018 - 2:45 PM - Sharlea Taite
discussion to be had at CMT

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 27 March 2018	Heidi Thornberry Steve Harding	Confidential Items	ENTERING INTO A CONTRACT FOR SUPPLY AND DELIVERY OF BITUMEN EMULSION

RECOMMENDATION (Jones/Weaver)

Outstanding Actions	**Division:**		**Date From:**
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THAT Council:

1. Endorse the selection of Bitupave Limited t/as Boral Asphalt for supply of delivery of bitumen emulsion and advise Centroc of its decision; and

2. Authorise the affixing of Council Seal to the contract documents.

17 Aug 2018 - 11:30 AM - Heidi Thornberry
Still awaiting documentation to affix seal
12 Jul 2018 - 2:13 PM - Heidi Thornberry
Still awaiting documentation to affix seal
15 Jun 2018 - 4:08 PM - Heidi Thornberry
Still awaiting documentation to affix seal
31 May 2018 - 9:26 AM - Heidi Thornberry
Awaiting documentation to affix Seal
10 May 2018 - 2:38 PM - Heidi Thornberry
Awaiting documentation to affix seal
16 Apr 2018 - 2:58 PM - Jolene Pearson
Awaiting documentation to affix Seal.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Robert Cohen Robert Cohen	For Determination	THE VILLAGE ENHANCEMENT PROGRAM

MOTION (Davison/Durkin)

THAT Council approve the Village Enhancement Program recommendations. as provided in the attachment to this report.

13 Aug 2018 - 3:06 PM - Deborah Jordan
Program on target, progressing well.
06 Jul 2018 - 9:45 AM - Robert Cohen
79 projects identified, progress is good.
18 Jun 2018 - 2:32 PM - Sharlea Taite
Projects have been identified for implementation
11 May 2018 - 1:48 PM - Emma Tadros
Putting together project delivery program

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Jacob Evans Robert Cohen	For Determination	PROPOSED ROAD NAMING - WEDGETAIL ROAD, MULLION CREEK

Outstanding Actions	**Division:**		**Date From:**
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	Officer:		
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MOTION (Weaver/Oldham)

THAT Council:

1. Proceed with public consultation proposing to name the road as "Wedgetail Road"; and
2. Assuming no objections are received, proceed with the naming of "Wedgetail Road" in accordance with Section 162 of the Roads Act, 1993 and Division 2 of the Roads Regulation 2008.

07 Aug 2018 - 2:49 PM - Jacob Evans
Gazettal has been completed. Complete
12 Jul 2018 - 12:28 PM - Jacob Evans
Name is due to be gazetted 13/7/2018.
15 Jun 2018 - 10:12 AM - Jacob Evans
No objections recieved. Can commence naming process with GNB.
11 May 2018 - 9:18 AM - Jacob Evans
Road Naming has been submitted through road naming portal. Advertisements to be placed in CWD 11th May, 12th May and 14th May. Submissions for comments close 12th June.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Heather Nicholls Heather Nicholls	For Determination	REQUEST FOR VARIATION TO WASTE MANAGEMENT CONTRACT

MOTION (Batten/Davison)

THAT Council:

1. Agree to the contract variation requested by JR Richards & Sons Pty Ltd to the Waste Collection and Recycling Processing Contract between Cabonne Council and JR & EG Richards Pty Ltd to reflect the increase in costs applied by Visy Recycling, as outlined in the attached report.
2. Affix the council seal to the contract variation documentation.

13 Aug 2018 - 11:37 AM - Heather Nicholls
COMPLETE
02 Aug 2018 - 4:23 PM - Heather Nicholls
COMPLETE
16 Jul 2018 - 10:01 AM - Heather Nicholls

Outstanding Actions	**Division:**		**Date From:**
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WIP - Contract docs being prepared by lawyers on behalf of Netwaste.
07 May 2018 - 11:49 AM - Heather Nicholls
noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Robert Cohen Robert Cohen	For Notation	MOLONG LIBRARY PROJECT UPDATE

THE ITEM WAS NOT FOUND (BOOKMARK: PDF2_ReportName_10711)
CHECK THE INTEGRITY OF THE ITEM IN THE MINUTES DOCUMENT

DOCUMENT: 921297

17 Aug 2018 - 11:48 AM - Deborah Jordan
Application for funding re-submitted.
12 Jul 2018 - 12:18 PM - Deborah Jordan
Consultants doing detailed design.
18 Jun 2018 - 2:35 PM - Sharlea Taite
DA submitted, engaged consultant to do SOE and Environment and heritage impact statements. Consultants doing detailed design.
11 May 2018 - 1:48 PM - Emma Tadros
DA to be submitted based on design and concept

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Dale Jones Steve Harding	For Determination	AGE OF FISHES MUSEUM, CANOWINDRA

RECOMMENDATION (Batten/Newsom)

THAT Council conduct a workshop to review current management and financial arrangements for the Age of Fishes Museum and consider future options for the tourist facility.

17 Aug 2018 - 9:30 AM - Dale Jones
Workshop held on 12 June 2018, awaiting further advice from council
12 Jul 2018 - 3:13 PM - Dale Jones
Workshop held on 12 June 2018. Councillors still considering options
18 Jun 2018 - 10:33 AM - Naomi Schroder
Workshop was held on 12 June with matter to be addressed at next ordinary meeting on 26 June
11 May 2018 - 11:29 AM - Dale Jones
Workshop scheduled for 8 May 2018 deferred until 12 June 2018. Pre-workshop discussion held on May 8

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 April 2018	Heidi Thornberry Steve Harding	For Determination	REQUEST FOR VARIATION TO WASTE MANAGEMENT CONTRACT

Outstanding Actions	**Division:**		**Date From:**
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	Officer:		
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MOTION (Batten/Davison)

THAT Council:

1. Agree to the contract variation requested by JR Richards & Sons Pty Ltd to the Waste Collection and Recycling Processing Contract between Cabonne Council and JR & EG Richards Pty Ltd to reflect the increase in costs applied by Visy Recycling, as outlined in the attached report.
2. Affix the council seal to the contract variation documentation.

17 Aug 2018 - 11:31 AM - Heidi Thornberry
Still awaiting documentation to affix seal
12 Jul 2018 - 2:13 PM - Heidi Thornberry
Still awaiting documentation to affix seal
15 Jun 2018 - 4:11 PM - Heidi Thornberry
Still awaiting documentation to affix seal
31 May 2018 - 9:23 AM - Heidi Thornberry
Awaiting documentation to affix seal
10 May 2018 - 2:38 PM - Heidi Thornberry
Awaiting documentation to affix seal

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 May 2018	Heidi Thornberry Steve Harding	For Determination	LOCAL GOVERNMENT WEEK 2018

MOTION (Walker/Treavors)

THAT councillors visit local primary schools in conjunction with an inspection of major capital projects as part of Local Government Week 2018.

17 Aug 2018 - 11:31 AM - Heidi Thornberry
Bus tour done 31-7-18- COMPLETE
12 Jul 2018 - 2:12 PM - Heidi Thornberry
Itinerary is complete, bus has been booked, moring tea and lunch is being organised
18 Jun 2018 - 10:27 AM - Heidi Thornberry
Itinerary is being organised

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 May 2018	Sarah Bellach Steve Harding	For Determination	YOUNG PEOPLE TO ADDRESS COUNCIL MEETING

MOTION (Newsom/Davison)

Outstanding Actions	**Division:**		**Date From:**
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THAT the matters raised by young people be reported to the June Council Meeting.

16 Aug 2018 - 1:06 PM - Sarah Bellach
COMPLETE
16 Jul 2018 - 11:39 AM - Sarah Bellach
Report put to Council June meeting
14 Jun 2018 - 2:11 PM - Sarah Bellach
Report being finalised

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 May 2018	Dale Jones Steve Harding	For Determination	CANOWINDRA FISH FOSSILS DEED OF GIFT

MOTION (Walker/Nash)

THAT Council agree to a request from the Australian Museum for a meeting to further discuss the future of the Canowindra Fish Fossils

30 Jul 2018 - 11:26 AM - Dale Jones
New permanent loan agreement provided by Australian Museum. Museum repsresentatives have confirmed they will attend council workshop on 11 September 2018.
12 Jul 2018 - 3:12 PM - Dale Jones
Australian Museum representatives met with Mayor, GM and Community Engagement & Development Manager on 11 July 2018. Museum representatives will address council workshop on 11 September 2018
18 Jun 2018 - 10:14 AM - Naomi Schroder
Motion carried May 2018 meeting - confirmation of meeting arrangements to be advised.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 May 2018	Robert Cohen Robert Cohen	Confidential Items	EXTENSION OF BITUMEN SEALING CONTRACT NO. 657587

RECOMMENDATION (Walker/Oldham)

THAT Council extend Contract No. 657857 – Supply, Delivery and Placement of Sprayed Bituminous Surfacing for a period of twelve (12) months.

13 Aug 2018 - 3:08 PM - Deborah Jordan
Still awaiting signed contracts from Downer.
12 Jul 2018 - 12:18 PM - Deborah Jordan
Awaiting contracts to be signed.
18 Jun 2018 - 2:40 PM - Sharlea Taite
Contracts sent out for signing

Outstanding Actions
Action Sheets Report

Division:
Committee: Ordinary Meeting
Officer:

Date From:
Date To:

Printed: Friday, 17 August 2018 4:21:38 PM

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 22 May 2018	Robert Cohen Robert Cohen	Confidential Items	CONTRACT FOR SUPPLY AND DELIVERY OF COLDMIX ASPHALT

RECOMMENDATION (Davison/Walker)

THAT Council:

1. Accept and sign a contract with Boral Asphalt for the supply and delivery of Coldmix Asphalt

2. Advise Centroc of its decision

17 Aug 2018 - 11:53 AM - Deborah Jordan
Awaiting contracts to be signed.
12 Jul 2018 - 12:18 PM - Deborah Jordan
Awaiting contracts to be signed.
18 Jun 2018 - 2:40 PM - Sharlea Taite
Contracts sent out for signing

Meeting	Officer/Director	Section	Subject
Extraordinary Meeting 12 June 2018	Robert Cohen Robert Cohen	For Determination	SUBMISSIONS IN RELATION TO THE 2018/2019-2020/2021 INTEGRATED PLANNING AND REPORTING DOCUMENTATION

MOTION (Batten/Jones)

THAT a report be presented on cost alternatives and grant funding opportunities.
MOTION (Davison/Walker)

THAT the 2018/19 Fees and Charges be amended to include a charge of $189.90 (inc GST) per fortnight, for the Full Leaseback of a Council Vehicle
.
MOTION (Walker/Weaver)

THAT the Children's Services Re-enrolment fee remain at $25 per annum as advertised in the draft 2018/19 Fees and Charges.
MOTION (Durkin/Nash)

Outstanding Actions	**Division:**		**Date From:**
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THAT the Industrial Water Usage charge be increased from $3.30 to $3.35 in the 2018/19 Fees and Charges.
MOTION (Jones/Durkin)

THAT the Caravan Park Fees be increased in the 2018/19 Fees and Charges as detailed in the below table.

Fee	New Fee
Canowindra Caravan Park	
Powered Sites – per night	26.00
Stay 2 nights get 3rd night free	52.00
Unpowered site –per night	23.00
Stay 2 nights get 3rd night free	46.00
Powered Sites - per week – one person	114.00
Powered Sites - per week – one person with pension card	100.00
Powered Sites - per week – two persons	130.00
Powered Sites - per week – two persons with pension card	123.00
charge per additional person over five	33.00
Unpowered Sites - per week – one person	49.00
Unpowered Sites - per week – one person with pension card	43.00
Unpowered Sites - per week – two persons	55.00
Unpowered Sites - per week – two persons with pension card	49.00
charge per additional person over five	26.00
Cudal Caravan Park	

Powered Sites – per night	26.00
Stay 2 nights get 3rd night free	52.00
Unpowered site –per night	23.00
Stay 2 nights get 3rd night free	46.00
Powered Sites - per week – one person	106.00
Powered Sites - per week – one person with pension card	98.00
Powered Sites - per week – two persons	114.00
Powered Sites - per week – two persons with pension card	109.00
charge per additional person over five	31.00
Unpowered Sites - per week – one person	42.00
Unpowered Sites - per week – one person with pension card	30.00
Unpowered Sites - per week – two persons	49.00
Unpowered Sites - per week – two persons with pension card	43.00
charge per additional person over five	24.00
Molong Caravan Park	
Powered Sites – per night	26.00
Stay 2 nights get 3rd night free	52.00
Unpowered site –per night	23.00
Stay 2 nights get 3rd night free	46.00
Powered Sites - per week – one person	114.00

Powered Sites - per week – one person with pension card	100.00
Powered Sites - per week – two persons	130.00
Powered Sites - per week – two persons with pension card	123.00
charge per additional person over five	33.00
Unpowered Sites - per week – one person	49.00
Unpowered Sites - per week – one person with pension card	43.00
Unpowered Sites - per week – two persons	55.00
Unpowered Sites - per week – two persons with pension card	49.00
charge per additional person over five	26.00

MOTION (Durkin/Treavors)

THAT progress associations be encouraged to work with their local communities, with the assistance of Council, to prepare master plans for key areas within their towns and villages.

MOTION (Durkin/Jones)

THAT:

1. The Water Consumption Rates remain as advertised in the draft 2018/19 Fees and Charges; and

2. Council review its water pricing prior to developing the 2019/20 Fees and Charges.

MOTION (Jones/Batten)

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THAT Molong Advancement Group be encouraged to work with their local community, with the assistance of Council, to prepare a master plan for key areas within Molong.

17 Aug 2018 - 3:27 PM - Deborah Jordan
Report written for Council meeting 28.8.18
13 Jul 2018 - 12:04 PM - Steve Harding
Action reassigned to Robert Cohen by: Steve Harding
12 Jul 2018 - 3:08 PM - Robyn Little
Noted NFA required. Request for further investigations relates to Molong Multi-Purpose Sports Field - DETS will prepare report. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Dale Jones Steve Harding	For Determination	EASY TO DO BUSINESS PROGRAM

MOTION (Jones/Nash)

THAT Council:

1. Accept an invitation from Service NSW to join the Easy to do Business Program.
2. Authorise the General Manager to enter into a Memorandum of Understanding with Service NSW regarding the Easy to do Business Program.

17 Aug 2018 - 9:27 AM - Dale Jones
Kick-off mMeeting held with Easy To Do Business representatives on 3 August 2018, further documents to be completed.
12 Jul 2018 - 3:10 PM - Dale Jones
To organise GM's singature on MOU

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Sarah Bellach Steve Harding	For Determination	REQUESTS FOR DONATIONS

MOTION (Batten/Oldham)

THAT Council:

1. Donate $150 to the “Help our Aussie Farmers Silent Auction”
2. Donate $100 to Cargo Public School towards the installation of outdoor gym equipment
3. Donate $150 to the “Feel Good BBQ Event”

Outstanding Actions	**Division:**		**Date From:**
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16 Aug 2018 - 1:07 PM - Sarah Bellach
1. COMPLETE
2. PENDING - Event has been postponed until November
3.COMPLETE
4. COMPLETE

10 Aug 2018 - 2:21 PM - Sarah Bellach
1. COMPLETE
2.PENDING - waiting to see if event goes ahead
3. COMPLETE
4. COMPLETE

16 Jul 2018 - 12:00 PM - Sarah Bellach
1. Youth Week - COMPLETE
2. Farmers Silent Auction - still pending
3. Cargo Public School - COMPLETE
4. Feel Goo BBQ - COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Dale Jones Steve Harding	For Determination	2017/18 COMMUNITY ASSISTANCE PROGRAM ROUND 2

MOTION (Jones/Treavors)

THAT Council approves Community Assistance Program (CAP) funding for applications 1 - 8 as recommended in the report.

17 Aug 2018 - 9:29 AM - Dale Jones
Six of eight invoices processed
12 Jul 2018 - 3:11 PM - Dale Jones
Successful applicants advised and asked to submit invoices

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Denis O'Brien Robert Cohen	For Determination	REQUEST TO WAIVE FEES FOR USE OF MOLONG HALL

MOTION (Walker/Treavors)

THAT Council donate an amount equal to the fee for the use of the Molong Community Hall by the Salvation Army for the annual Red Shield Appeal.

07 Aug 2018 - 1:57 PM - Denis O'Brien
COMPLETE
12 Jul 2018 - 1:42 PM - Denis O'Brien

Outstanding Actions	**Division:**		**Date From:**
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Requisition for donation of fees preapred for Manager Technical Services.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Robert Cohen Robert Cohen	For Determination	QUESTIONS FOR NEXT MEETING

MOTION (Oldham/Weaver)

THAT Council receive a report at the next Council meeting in relation to the changes to the Crown Lands Act.

13 Aug 2018 - 3:16 PM - Deborah Jordan
Olivia West from Dept of Industryl addressing Council regarding Crown Land negotiations on 28.9.18. COMPLETE
06 Jul 2018 - 9:49 AM - Robert Cohen
Report regarding Crown Land negotiation to be submitted to July Council Meeting 2018.
03 Jul 2018 - 9:38 AM - Steve Harding
Action reassigned to Robert Cohen by: Steve Harding

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Dale Jones Steve Harding	For Determination	ORANGE REGION TOURISM MEMBERSHIP

RECOMMENDATION (Mullins/Davison)

THAT:

1. Cabonne Council commit $64,161.40 to be a member of Orange Region Tourism Ltd for 2018-19; and

2. Cabonne Council's membership of Orange Region Tourism Ltd be conditional on Orange Region Tourism Ltd using Cabonne Council's logo on any marketing, promotional or communication collateral.

17 Aug 2018 - 9:29 AM - Dale Jones
Invoice processed - COMPLETE
12 Jul 2018 - 3:11 PM - Dale Jones
Invoice requested from Orange Regional Tourism

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Timothy Wark Robert Cohen	Confidential Items	CONTRACT NO 922176 – DESIGN AND CONSTRUCTION OF THISTLE STREET SEWER PUMP STATION, MOLONG NSW

RECOMMENDATION (Nash/Batten)

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THAT Council refuse to accept the tenders and approve the re-tendering for the design and construction of Thistle Street Sewer Pump Station, Molong.

17 Aug 2018 - 11:58 AM - Deborah Jordan
Re-tendering is in process for the design and construction of Thistle Street Sewer Pump Station, Molong
09 Jul 2018 - 3:06 PM - Timothy Wark
Re-tendering is in process for the design and construction of Thistle Street Sewer Pump Station, Molong.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 26 June 2018	Surendra Sapkota Robert Cohen	Confidential Items	CONTRACT NO 922176 – DESIGN AND CONSTRUCTION OF THISTLE STREET SEWER PUMP STATION, MOLONG NSW

RECOMMENDATION (Nash/Batten)

THAT Council refuse to accept the tenders and approve the re-tendering for the design and construction of Thistle Street Sewer Pump Station, Molong.

17 Aug 2018 - 2:25 PM - Surendra Sapkota
Council already re-advertised the tender for the design and construction of Thistle St Pump Sation. At present, the evaluation of the tenders are in progress.
16 Jul 2018 - 11:30 AM - Deborah Jordan
Re-tendering is in progress.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Steve Harding Steve Harding	For Determination	REVIEW OF ORGANISATIONAL STRUCTURE

MOTION (Durkin/Oldham)

THAT Council's organisational structure consisting of the General Manager, Finance and Corporate Services, Engineering and Technical Services and Environmental Services Departments be endorsed.

30 Jul 2018 - 11:20 AM - Robyn Little
NFA required. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robyn Little Steve Harding	For Determination	DELEGATION OF AUTHORITY

MOTION (Durkin/Oldham)

Outstanding Actions	**Division:**		**Date From:**
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THAT subject to not receiving direction from the Council as to the consideration of any particular matter by the Council itself, and subject to the requirements of the Local Government Act 1993 and Regulations thereunder and any express policy of the Council or regulations of any public authority other than the Council and pursuant to the powers conferred on Council by s377 of the Local Government Act 1993, the General Manager, Stephen John Harding, be authorised to exercise or perform on behalf of the Council the powers, authorities, duties and functions as follows:

1. The powers, functions and duties of Council other than those specified in s377(1) of the Local Government Act 1993, as being not permissible to delegate.

30 Jul 2018 - 11:15 AM - Robyn Little
NFA required. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robert Cohen Robert Cohen	For Determination	EXCLUSIVE LICENCE TO QUARRY - SMALL MINES

MOTION (Durkin/Oldham)

THAT Council authorise the affixing of the Common Seal to the Exclusive License to Quarry agreements of the following small mines:

1. Bennetts Pit – N6
2. Christophersons Pit – S3
3. Coadys Pit – N66
4. Manildra Common – S21
5. Reynolds Pit – N177

17 Aug 2018 - 11:54 AM - Deborah Jordan
Reassigned to Heidi

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robyn Little Steve Harding	For Determination	2018 LOCAL GOVERNMENT NSW ANNUAL CONFERENCE

MOTION (Oldham/Nash)

THAT Council:

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1. Be represented at the 2018 Local Government NSW Annual Conference by the Mayor or his delegate, four observers nominated by Council, and the General Manager or his alternate delegate in an advisory capacity; and

2. Identify issues and/or motions to be submitted to the conference.

3. Reschedule the October Council meeting to Tuesday 30 October 2018.

14 Aug 2018 - 10:02 AM - Robyn Little
Motions will be submitted by due date. COMPLETE
30 Jul 2018 - 11:14 AM - Robyn Little
Conference delegates registered. Motions to be developed.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robyn Little Steve Harding	For Determination	CUDAL COMMUNITY CHILDREN'S CENTRE

MOTION (Walker/Weaver)

THAT Council extend the current lease agreement with the Cudal Community Children's Centre for Lot 1 DP 1103344, 15 Main Street Cudal for two years.

13 Aug 2018 - 10:16 AM - Robyn Little
CCCC have been advised of extension. Documents being drawn up by solicitors in consultation with Dpt Education. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Luke Taberner Steve Harding	For Determination	INTEGRATED PLANNING & REPORTING - OPERATIONAL PLAN FINAL QUARTER REVIEW

MOTION (Weaver/Durkin)

THAT the update of the Operational Plan to 30 June 2018, as presented be adopted.

01 Aug 2018 - 9:44 AM - Luke Taberner
Adopted. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Jolene Pearson Steve Harding	For Determination	POLICY DATABASE - REVIEW BY COUNCIL WITHIN 12 MONTHS OF ELECTION

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MOTION (Nash/Newsom)

THAT:

1. The policies listed in the report detailed "minor changes" be re-adopted;
2. The policies listed in the report detailed "without change" be re-adopted; and
3. The annexed draft Corrupt Conduct – Reporting to ICAC Policy, Donations Policy, Privacy Management Policy, Public Interest Disclosures (Internal Reporting) Policy, Policing in the Cabonne Area Policy, Communications and Media Policy and Cabonne Council CHSP Policies and Procedures (recommended changes detailed in report) be adopted.

16 Aug 2018 - 11:26 AM - Jolene Pearson
Policies updated - COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	For Determination	REVOTED EXPENDITURE FOR UNCOMMENCED WORK LISTED IN THE 2017/2018 BUDGET

MOTION (Walker/Batten)

THAT the works listed in the attachment be included in the 2018/2019 budget.

15 Aug 2018 - 2:43 PM - Kristine Farrell
Added revotes to current budget COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	For Determination	CARRY FORWARD OF INCOMPLETE WORKS COMMENCED IN THE 2017/2018 BUDGET AS AT 30 JUNE 2018

MOTION (Nash/Weaver)

THAT the works listed in the annexure be carried forward from the 2017/2018 budget to the 2018/2019 budget.

15 Aug 2018 - 2:43 PM - Kristine Farrell
Added carried forwards to current budget COMPLETE

Meeting	Officer/Director	Section	Subject

Outstanding Actions | **Division:** | **Date From:**
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Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Dale Jones Steve Harding	For Determination	ARTS OUT WEST MEMBERSHIP

MOTION (Batten/Durkin)

THAT Council pay the annual fee of $9,757.61 to be a member of Arts Out West and invite a representative to address Council.

30 Jul 2018 - 11:25 AM - Dale Jones
Invoice for membership processed 30 July 2018

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Lynnette Hawkes Steve Harding	For Determination	EVENTS ASSISTANCE PROGRAM 2018/19

MOTION (Weaver/Nash)

THAT Council:

1. Approve funding of $500 for the Canowindra Christmas in July event under the 2018/2019 Events Assistance Program (EAP); and

2. Advise the organiser that Council wishes to be identified as donating to the event and the Mayor or another Council representative will attend the presentation.

MOTION (Treavors/Nash)

THAT Council approve funding of $500 for the Molong Village Market event under the 2018/2019 Events Assistance Program (EAP).

MOTION (Nash/Oldham)

THAT Council approve funding under the 2018/2019 Events Assistance Program (EAP) for the following events:

1. Canowindra Baroquefest $3,000
2. Cargo Village Markets $500
3. Australian National Field Days $2,500
4. Central West Charity Tractor Trek $1,500
5. Molong Spring Arts Festival $500
6. Canobolas Endurance Rider Bullio Cup $500

17 Aug 2018 - 9:44 AM - Dale Jones
Six of eight invoices processed.

Outstanding Actions | **Division:** | **Date From:**
Committee: Ordinary Meeting | **Date To:**
Officer:
Action Sheets Report | **Printed:** Friday, 17 August 2018 4:21:38 PM

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Heather Nicholls Heather Nicholls	For Determination	REQUEST FOR HERITAGE FUNDING - REAPAIRS TO YARN MARKET'S COACH HOUSE, GIDLEY STREET, MOLONG.

MOTION (Durkin/Oldham)

THAT council allocate $1,500 of the 2018/2019 Local Heritage Fund to the Yarn Market Association Ltd for repairs to the exterior of the coach house situated upon Lot 24 DP 593344, Gidley Street, Molong.

02 Aug 2018 - 4:23 PM - Heather Nicholls
Grant offer issued. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robert Cohen Robert Cohen	For Determination	BE SEEN BE SAFE CAMPAIGN

MOTION (Nash/Weaver)

THAT Cabonne Council support the Be Seen Be Safe campaign by creating a drive with your headlights on 24/7 policy for all fleet and plant vehicles.

13 Aug 2018 - 3:37 PM - Deborah Jordan
Council staff have implemented this campaign COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Dale Jones Steve Harding	For Determination	QUESTIONS FOR NEXT MEETING

MOTION (Oldham/Durkin)

THAT Council receive reports at the next Council meeting in relation to the following:

1. The feasibility of Council conducting an acquisitive art prize, detailing how it could operate and the costs involved;

2. The pedestrian crossing in Tilga Street, Canowindra (near the school);

3. A Return and Earn Deposit machine being located in Cabonne.

17 Aug 2018 - 9:26 AM - Dale Jones

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

Report prepared for 28 Auhust 2018 Council meeting - COMPLETE
30 Jul 2018 - 11:29 AM - Robyn Little
Action reassigned to Dale Jones by: Robyn Little

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Steve Harding Steve Harding	Confidential Items	MAYORAL MINUTE - GENERAL MANAGER'S PERFORMANCE REVIEW

RECOMMENDATION (Beatty/-)

THAT Council note the verbal advice of the General Manager's Performance Review from the Mayor at the meeting.

30 Jul 2018 - 11:18 AM - Robyn Little
NFA required. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Surendra Sapkota Robert Cohen	Confidential Items	CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

17 Aug 2018 - 2:16 PM - Surendra Sapkota
Acceptance letter has been sent to preferred tenderer for the management of Canowindra Swimming Pool.
Two copies of contract documents has been sent to the contractor for signing. awaiting the signed contract documents from the contractor.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Surendra Sapkota Robert Cohen	Confidential Items	CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

17 Aug 2018 - 2:22 PM - Surendra Sapkota

Outstanding Actions | **Division:** | **Date From:**
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Letter of aceeptance of the tender has been sent to the preferred contractor. Two copies of the contract documents have been forwarded to the Council GM office for signing.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Luke Taberner Steve Harding	Confidential Items	LEGAL ACTION

RECOMMENDATION (Walker/Durkin)

THAT Council pursue option 1 as outlined in the report.

01 Aug 2018 - 11:29 AM - Luke Taberner
Following option 1 in accordance with legal advice. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Debbie Oates Steve Harding	Confidential Items	REQUEST FOR CONSIDERATION OF SEWER CHARGES FOR ACCOUNT 9168000009

MOTION (Batten/Weaver)

THAT Council reduce the sewer cost to an average water consumption for four billing periods and write off $2,214.52 and interest accrued for account 9168000009.

01 Aug 2018 - 4:55 PM - Debbie Oates
Amount of $2,214.52 written off as per resolution. Letter 957059 to advise owner. COMPLETE.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Debbie Oates Steve Harding	Confidential Items	REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 4553680002

RECOMMENDATION (Mullins/Nash)

That Council reduce the consumption charges to the first level of charging for billing periods ending 31 January 2018 and 30 April 2018 for account 4553680002 and once paid write off the interest accrued.

02 Aug 2018 - 12:43 PM - Debbie Oates
Journal processed to reduce consumption costs as per resolution. Letter 957665 sent to advise owner of same and request payment of balance. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Debbie Oates Steve Harding	Confidential Items	REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 808000004

RECOMMENDATION (Nash/Newsom)

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** Friday, 17 August 2018 4:21:38 PM

That Council reduce the consumption costs by 50% for account 808000004 and once paid, write off the interest accrued.

02 Aug 2018 - 3:11 PM - Debbie Oates
Amount written off as per resolution. Letter 957735 sent to owner to advise of same. COMPLETE.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Debbie Oates Steve Harding	Confidential Items	REQUEST FOR CONSIDERATION OF WATER CHARGES FOR 4667121109

RECOMMENDATION (Weaver/Batten)

THAT Council reduce the consumption cost for account 4667121109 by 50% and write off $726.95 and interest accrued after payment of remaining charges.

02 Aug 2018 - 4:49 PM - Debbie Oates
Letter 957783 to advise owner of resolution. COMPLETE.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Debbie Oates Steve Harding	Confidential Items	REQUEST FOR CONSIDERATION OF INTEREST CHARGES FOR RATES A15437 AND SEWER ACCOUNT 2884000007

RECOMMENDATION (Nash/Batten)

THAT Council write off interest charges of $180.97 from A15437 and $276.20 from 2884000007 for 2017/2018 and if regular payments are maintained, write off interest for 2018/2019.

01 Aug 2018 - 3:13 PM - Debbie Oates
Rang Mr Dunkley to advise of resolution, journal processed to write off amounts as per resolution. Letter 957513 also sent to advise. COMPLETE.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Gloria Donlan Steve Harding	Confidential Items	DEBT RECOVERY REPORT OF OUTSTANDING DEBTS

RECOMMENDATION (Davison/Durkin)

THAT the ratepayers in the annexure attached be advised in writing that if payment of their account is not made, or a satisfactory arrangement for payment is not made, within seven days of this correspondence that Council intends to issue a Statement of Claim for the recovery of all monies owed to Council.

Outstanding Actions	**Division:**		**Date From:**
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	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

15 Aug 2018 - 12:48 PM - Gloria Donlan
Letters have been sent to all ratepayers on the list, who have not made payment or contacted Council to make an arrangement for payment, to advise them that their account will be given to Council's Debt Recovery Agents for action to commence. COMPLETED

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Heidi Thornberry Steve Harding	For Determination	EXCLUSIVE LICENCE TO QUARRY - SMALL MINES

MOTION (Durkin/Oldham)

THAT Council authorise the affixing of the Common Seal to the Exclusive License to Quarry agreements of the following small mines:

1. Bennetts Pit – N6
2. Christophersons Pit – S3
3. Coadys Pit – N66
4. Manildra Common – S21
5. Reynolds Pit – N177

17 Aug 2018 - 11:32 AM - Heidi Thornberry
Seal Affixed 27/07/2018 - COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	For Determination	REVOTED EXPENDITURE FOR UNCOMMENCED WORK LISTED IN THE 2017/2018 BUDGET

MOTION (Walker/Batten)

THAT the works listed in the attachment be included in the 2018/2019 budget.

07 Aug 2018 - 3:21 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:21 PM - Veronica Windus
Will amend Synergy Soft to include the new budget figures.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones	For Determination	REVOTED EXPENDITURE FOR UNCOMMENCED WORK LISTED IN THE 2017/2018 BUDGET

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

Steve Harding

MOTION (Walker/Batten)

THAT the works listed in the attachment be included in the 2018/2019 budget.

17 Aug 2018 - 2:11 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:10 PM - Beth Jones
Noted.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	For Determination	CARRY FORWARD OF INCOMPLETE WORKS COMMENCED IN THE 2017/2018 BUDGET AS AT 30 JUNE 2018

MOTION (Nash/Weaver)

THAT the works listed in the annexure be carried forward from the 2017/2018 budget to the 2018/2019 budget.

07 Aug 2018 - 3:21 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:21 PM - Veronica Windus
Will amend Synergy Soft to reflect the new budget figures.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones Steve Harding	For Determination	CARRY FORWARD OF INCOMPLETE WORKS COMMENCED IN THE 2017/2018 BUDGET AS AT 30 JUNE 2018

MOTION (Nash/Weaver)

THAT the works listed in the annexure be carried forward from the 2017/2018 budget to the 2018/2019 budget.

17 Aug 2018 - 2:11 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:11 PM - Beth Jones
Noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	For Determination	ARTS OUT WEST MEMBERSHIP

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

MOTION (Batten/Durkin)

THAT Council pay the annual fee of $9,757.61 to be a member of Arts Out West and invite a representative to address Council.

15 Aug 2018 - 2:46 PM - Kristine Farrell
No action required by me the budget is sufficient for the donation. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	For Determination	ARTS OUT WEST MEMBERSHIP

MOTION (Batten/Durkin)

THAT Council pay the annual fee of $9,757.61 to be a member of Arts Out West and invite a representative to address Council.

07 Aug 2018 - 3:10 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:10 PM - Veronica Windus
Noted. No action by Finance

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones Steve Harding	For Determination	ARTS OUT WEST MEMBERSHIP

MOTION (Batten/Durkin)

THAT Council pay the annual fee of $9,757.61 to be a member of Arts Out West and invite a representative to address Council.

17 Aug 2018 - 2:13 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:13 PM - Beth Jones
Noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Dale Jones Steve Harding	For Determination	EVENTS ASSISTANCE PROGRAM 2018/19

MOTION (Weaver/Nash)

THAT Council:

1. Approve funding of $500 for the Canowindra Christmas in July event under the 2018/2019 Events Assistance Program (EAP); and

Outstanding Actions	**Division:**		**Date From:**
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	Officer:		
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2. Advise the organiser that Council wishes to be identified as donating to the event and the Mayor or another Council representative will attend the presentation.

MOTION (Treavors/Nash)

THAT Council approve funding of $500 for the Molong Village Market event under the 2018/2019 Events Assistance Program (EAP).

MOTION (Nash/Oldham)

THAT Council approve funding under the 2018/2019 Events Assistance Program (EAP) for the following events:

1. Canowindra Baroquefest $3,000
2. Cargo Village Markets $500
3. Australian National Field Days $2,500
4. Central West Charity Tractor Trek $1,500
5. Molong Spring Arts Festival $500
6. Canobolas Endurance Rider Bullio Cup $500

30 Jul 2018 - 3:59 PM - Dale Jones
Approval letters, acceptance forms and conditions of funding issued to recipients. - COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	For Determination	REQUEST FOR HERITAGE FUNDING - REAPAIRS TO YARN MARKET'S COACH HOUSE, GIDLEY STREET, MOLONG.

MOTION (Durkin/Oldham)

THAT council allocate $1,500 of the 2018/2019 Local Heritage Fund to the Yarn Market Association Ltd for repairs to the exterior of the coach house situated upon Lot 24 DP 593344, Gidley Street, Molong.

15 Aug 2018 - 2:48 PM - Kristine Farrell
There are sufficinet funds in the job to allow for this payment. No further action required by me. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	For Determination	REQUEST FOR HERITAGE FUNDING - REAPAIRS TO YARN MARKET'S COACH HOUSE, GIDLEY STREET, MOLONG.

MOTION (Durkin/Oldham)

Outstanding Actions	**Division:**		**Date From:**
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	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

THAT council allocate $1,500 of the 2018/2019 Local Heritage Fund to the Yarn Market Association Ltd for repairs to the exterior of the coach house situated upon Lot 24 DP 593344, Gidley Street, Molong.

07 Aug 2018 - 3:11 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:11 PM - Veronica Windus
Noted. No action by Finance.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones Steve Harding	For Determination	REQUEST FOR HERITAGE FUNDING - REAPAIRS TO YARN MARKET'S COACH HOUSE, GIDLEY STREET, MOLONG.

MOTION (Durkin/Oldham)

THAT council allocate $1,500 of the 2018/2019 Local Heritage Fund to the Yarn Market Association Ltd for repairs to the exterior of the coach house situated upon Lot 24 DP 593344, Gidley Street, Molong.

17 Aug 2018 - 2:13 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:13 PM - Beth Jones
Noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Robert Cohen Robert Cohen	For Determination	QUESTIONS FOR NEXT MEETING

MOTION (Oldham/Durkin)

THAT Council receive reports at the next Council meeting in relation to the following:

1. The feasibility of Council conducting an acquisitive art prize, detailing how it could operate and the costs involved;

2. The pedestrian crossing in Tilga Street, Canowindra (near the school);

3. A Return and Earn Deposit machine being located in Cabonne.

17 Aug 2018 - 3:24 PM - Deborah Jordan

Outstanding Actions	**Division:**		**Date From:**
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Crossing discussed with Clr Durkin, the pedestrian crossing is the responsibility of the RMS. The matter is between the RMS and Dept of Education so a report to Council was not required.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Heather Nicholls Heather Nicholls	For Determination	QUESTIONS FOR NEXT MEETING

MOTION (Oldham/Durkin)

THAT Council receive reports at the next Council meeting in relation to the following:

1. The feasibility of Council conducting an acquisitive art prize, detailing how it could operate and the costs involved;

2. The pedestrian crossing in Tilga Street, Canowindra (near the school);

3. A Return and Earn Deposit machine being located in Cabonne.

02 Aug 2018 - 4:24 PM - Heather Nicholls
item 3. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	Confidential Items	CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

15 Aug 2018 - 2:49 PM - Kristine Farrell
Noted for budget purposes. COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	Confidential Items	CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

07 Aug 2018 - 3:13 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:12 PM - Veronica Windus
Will make note for QBR New Contracts at September report

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones Steve Harding	Confidential Items	CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

17 Aug 2018 - 2:14 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:14 PM - Beth Jones
Noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Heidi Thornberry Steve Harding	Confidential Items	CONTRACT 928328 MANAGEMENT OF CANOWINDRA SWIMMING POOL, GASKILL STREET, CANOWINDRA, NSW, 2804

RECOMMENDATION (Walker/Weaver)

THAT Council accept the tender from Margaret Duguid for management and operation of the Canowindra Swimming Pool situated at Gaskill Street Canowindra from 1 October 2018 to 31 March 2019 at the tendered price of $50,000 including GST.

17 Aug 2018 - 11:36 AM - Heidi Thornberry
Contract form sent to Jeeva

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Kristine Farrell Steve Harding	Confidential Items	CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

15 Aug 2018 - 2:54 PM - Kristine Farrell
Noted will check current budget COMPLETE

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Beth Jones Steve Harding	Confidential Items	CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

17 Aug 2018 - 2:14 PM - Beth Jones
COMPLETED
17 Aug 2018 - 2:14 PM - Beth Jones
Noted

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Veronica Windus Steve Harding	Confidential Items	CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

07 Aug 2018 - 3:20 PM - Veronica Windus
COMPLETED
07 Aug 2018 - 3:20 PM - Veronica Windus
Will add the new contract to the Sept QBR report.

Meeting	Officer/Director	Section	Subject
Ordinary Meeting 24 July 2018	Heidi Thornberry Steve Harding	Confidential Items	CONTRACT 933807 RESTORATION OF ORANA HOUSE CANOWINDRA NSW 2804

Outstanding Actions	**Division:**		**Date From:**
	Committee:	Ordinary Meeting	**Date To:**
	Officer:		
Action Sheets Report			**Printed:** **Friday, 17 August 2018 4:21:38 PM**

RECOMMENDATION (Nash/Weaver)

THAT Council accept the tender from Dobsonei Pty Ltd for the restoration of Orana House situated at Ferguson Street Canowindra at the tendered price of $105,469.40 including GST.

17 Aug 2018 - 11:37 AM - Heidi Thornberry
Contract form sent to Jeeva

Incomplete Resolutions - Summary

Risk	Totals	Month 1	Month 2	Month 3	Month 3+
Low	82	54	6	5	17
Medium	0		0	0	0
High	0				0

As at: 17 August 2018

Key:

Low Risk

Includes resolutions marked “Complete” pending the next Council meeting to be finalised; resolutions up to 2 months old with an initial comment; and resolutions not “Complete” (regardless of age), with initial and progress comments which are incomplete due to a legitimate reason.

Medium Risk

Includes resolutions not “Complete”, up to 2 months old **without** a comment; and resolutions 3 months old with an initial comment but without a satisfactory or timely update.

High Risk

Includes resolutions not “Complete”, with no initial comment 3+ months old; 3+ months old with initial comment but no update; and 3+ months old with initial comment and with updates but reason or legitimacy is "no or not known (to be shown as "No").

Country Mayors Association
of NEW SOUTH WALES

Chairperson: Cr Katrina Humphries
PO Box 420 Moree NSW 2400
02 6757 3222
ABN 92 803 490 533

MINUTES

GENERAL MEETING

FRIDAY, 3 AUGUST 2018 PRESTON STANLEY ROOM, PARLIAMENT HOUSE, SYDNEY

The meeting opened at 9.00 a.m.

1. ATTENDANCE:

Albury City Council, Cr Kevin Mack, Mayor
Albury City Council, Ms Tracey Squire, Acting General Manager
Armidale Regional Council, Cr Simon Murray, Mayor
Armidale Regional Council, Ms Susan Law, CEO
Bathurst Regional Council, Cr Graeme Hanger, Mayor
Bega Valley Shire Council, Mr Anthony Basford, Acting General Manager
Bellingen Shire Council, Cr Dominic King, Mayor
Bland Shire Council, Cr Tony Lord, Mayor
Bland Shire Council, Mr Ray Smith, General Manager
Blayney Shire Council, Cr Scott Ferguson, Mayor
Blayney Shire Council, Ms Rebecca Ryan, General Manager
Broken Hill City Council, Cr Marion Browne, Deputy Mayor
Broken Hill City Council, Mr James Roncon, General Manager
Cabonne Shire Council, Cr Kevin Beatty, Mayor
Cabonne Shire Council, Mr Stephen Harding, General Manager
Clarence Valley Council, Cr Jim Simmonds, Mayor
Clarence Valley Council, Mr Ashley Lindsay, General Manager
Coffs Harbour City Council, Cr Denise Knight, Mayor
Coffs Harbour City Council, Mr Stephen McGrath, General Manager
Coolamon Shire Council, Mr Tony Donoghue, General Manager
Coonamble Shire Council, Cr Michael Webb, Mayor
Coonamble Shire Council, Mr Rick Warren, General Manager
Cowra Shire Council, Cr Bill West, Mayor
Dubbo Regional Council, Mr Michael McMahon, CEO
Dungog Shire Council, Cr Tracy Norman, Mayor
Dungog Shire Council, MsCoralie Nichols, General Manager
Edward River Council, Cr Norm Brennan, Mayor
Edward River Council, Mr Adam McSwain, General Manager
Federation Council, Cr Patrick Bourke, Mayor

Forbes Shire Council, Cr Jenny Webb, Deputy Mayor
Forbes Shire Council, Mr Steve Loane, General Manager
Glen Innes Shire Council, Cr Steve Toms, Mayor
Goulburn Mulwaree Council, Cr Bob Kirk, Mayor
Griffith City Council, Cr John Dal Broi, Mayor
Griffith City Council, Mr Brett Stonestreet, General Manager
Gunnedah Shire Council, Cr Jamie Chaffey, Mayor
Gwydir Shire Council, Cr John Coulton, Mayor
Gwydir Shire Council, Mr Max Eastcott, General Manager
Hilltops Council, Cr Brian Ingram, Mayor
Hilltops Council, Mr David Aber, Acting General Manager
Kempsey Shire Council, Cr Liz Campbell, Mayor
Kiama Municipal Council, Cr Mark Honey, Mayor
Kiama Municipal Council, Mr Kerry McMurray, General Manager
Kyogle Council, Cr Danielle Mulholland, Mayor
Leeton Shire Council, Cr Paul Maytom , Mayor
Leeton Shire Council, Ms Jackie Kruger, General Manager
Lockhart Shire Council, Cr Roger Schirmer, Mayor
Lockhart Shire Council, Mr David Webb, Acting General Manager
Moree Plains Shire Council, Cr Katrina Humphries, Mayor
Moree Plains Shire Council, Ms Alice Colbran, Governance Project Officer
Murray River Council, Cr Christopher Bilkey, Mayor
Murray River Council, Cr Gen Campbell, Deputy Mayor
Murrumbidgee Council, Mr Craig Moffitt, General Manager
Narrabri Shire Council, Cr Catherine Redding, Mayor
Narrabri Shire Council, Mr Stewart Todd, General Manager
Narrandera Shire Council, Cr Neville Schenka, Mayor
Narrandera Shire Council, Mr George Cowan, General Manager
Narromine Shire Council, Cr Dawn Collins, Deputy Mayor
Narromine Shire Council, Mr Lane Redden, General Manager
Oberon Shire Council, Cr Kathy Sajowitz, Mayor
Oberon Shire Council, Mr Garry Wallace, General Manager
Orange City Council, Cr Reg Kidd, Mayor
Parkes Shire Council, Cr Ken Keith, Mayor
Shoalhaven City Council, Mr Russell Pigg, General Manager
Singleton Council, Cr Sue Moore, Mayor
Snowy Valleys Council, Cr James Hayes, Mayor
Tamworth Regional Council, Cr Col Murray, Mayor
Tamworth Regional Council, Mr Paul Bennett, General Manager
Temora Shire Council, Cr Rick Firman, Mayor
Temora Shire Council, Mr Gary Lavelle, General Manager
Tenterfield Shire Council, Cr Peter Petty, Mayor
Tenterfield Shire Council, Mr Terry Dodds, CEO
Upper Lachlan Shire Council, Cr Brian McCormack, Mayor
Upper Lachlan Shire Council, Mr Gary Woodman, Acting General Manager
Uralla Shire Council, Cr Michael Pearce, Mayor
Wagga Wagga City Council, Cr Greg Conkey, Mayor
Walcha Council, Cr Eric Noakes, Mayor
Walcha Council, Mr Jack O'Hara, General Manager
Warren Shire Council, Cr Milton Quigley, Deputy Mayor
Warren Shire Council, Mr Glen Wilcox, General Manager

Warrumbungle Shire Council, Cr Peter Shinton, Mayor
Warrumbungle Shire Council, Mr Roger Bailey, General Manager
Yass Valley Council, Cr Rowena Abbey, Mayor
Yass Valley Council, Ms Sharon Hutch, Acting General Manager
Regional Infrastructure. Mr Don McMurray
Regional Infrastructure, Mr Brue Whitehill
Regional Infrastructure, Mr Nick White
Freight Taskforce, Mr Michael Kneipp

APOLOGIES:

As submitted

SPECIAL GUESTS:
Hon John Barilaro MP, Deputy Premier, Minister for Regional NSW, Minister for Skills and Minister for Small Business
Mr Terry Dodds, Chief Executive, Tenterfield Shire Council regarding "Waste to Energy"
Hon Gladys Berejiklian MP, Premier
Mr Ken Gillespie, Regional Infrastructure Coordinator, NSW Premier and Cabinet

2. Hon John Barilaro MP, Deputy Premier, Minister for Regional NSW, Minister for Skills and Minister for Small Business

The Government is supplying significant funding to the regions in conjunction with local Government. The Regional Vision Statement was released this week and funding from the sale of the Snowy Hydro is to go to the regions in total. The government is forging better relationships with local government and has received a number of submissions from Councils in response to the Regional Growth Funds Expression of Interest. Joint Organisations now have the opportunity to change the landscape in NSW. The Deputy Premiers vision for Joint Organisations is that they are the vehicle to undertake the projects in NSW. In the next 20 years there will be an addition 100,000 people living in rural NSW. The State Government does not have all the answers and it depends on input from the community. Communities need certainty in funding and having funding available over a ten year period creates certainty.

3. ADOPTION OF MINUTES OF PREVIOUS MEETING:

RESOLVED that the minutes of the General Meeting held on 1 June 2018 be accepted as a true and accurate record (Tenterfield Shire Council / Glen Innes Severn Council).

4. Matters Arising from the Minutes

NIL

5. Membership

RESOLVED :That Cabonne Council be admitted as a member of the Association (Oberon Council/ Parkes Shire Council)

6. CORRESPONDENCE

Outward

(a) Hon Anthony Roberts MP, Minister for Planning, Minister for Housing and Special Minister of State Re Low Rise Medium Density Code
(b) Cr Linda Scott, President, Local Government NSW, requesting a Skilled Based Board be appointed to Local Government Super
(c) Mr Tim Hansen, Stakeholder Specialist, Engagement and Partnerships, National Heavy Vehicle Regulator Thanking him for his presentation on 1 June 2018
(d) Mr David Smith, Chief Executive Officer, Local Government Super thanking him for his presentation on 1 June 2018 and forwarding resolutions regarding operation of the Board
(e) Mr David Harris, Chief Executive Officer, Water NSW thanking him for his presentation on 1 June 2018
(f) Cr Abb McAlister, Mayor Cootamundra-Gundagai Regional Council, advising that his Council has been admitted as a member of the Association
(g) Cr Danielle Mulholland, Mayor, Kyogle Council advising that her Council has been admitted as a member of the Association
(h) Hon Anthony Roberts MP, Minister for Planning, Minister for Housing and Special Minister of State advising that the Association supports the Waste from Energy recommendations
(i) Hon Gabrielle Upton MP, Minister for the Environment, Minister for Local Government, and Minister for Heritage advising that the Association supports the Waste from Energy recommendations
(j) Mr Michael Marom, Area General Manager, Board Chair Northern Regional NSW, Telstra Customer Sales and Service thanking him for organizing the team that presented on 1 June 2018
(k) Mr Chris Taylor, Area Regional Manager, Telstra Country Wide thanking him for his presentation on 1 June 2018
(l) Hon Gabrielle Upton MP, Minister for the Environment, Minister for Local Government and Minister for Heritage regarding recycling new funding and seeking clarification of definitions “recycle” and “recyclate”
(m) NSW EPA regarding recycling new funding and seeking clarification of definitions “recycle” and “recyclate”

Inward

(a) Mr David Smith, CEO, Local Government Super, regarding CMA resolutions 1 June 2018 (Copy Attached)
(b) Hon John Barilaro MP, Minister for Regional New South Wales, Minister for Skills, and Minister for Small Business regarding streamlining government funding programs (Copy Attached)
(c) Hon John Barilaro MP, Minister for Regional New South Wales, Minister for Skills, and Minister for Small Business regarding Royal Far West funding (Copy Attached)

RESOLVED That the response from Local Government Super is unsatisfactory and should be followed up (Yass Valley Council/ Kyogle Council)

7. FINANCIAL REPORT

RESOLVED That the financial reports for the last quarter were tabled and accepted (Moree Plains Shire Council / Glen Innes Severn Council)

8. Mr Terry Dodds, Chief Executive, Tenterfield Shire Council regarding "Waste to Energy"

Tenterfield Shire Council and the New England Joint Organisation is endeavouring to gain financial assistance from the State and or Federal Government to allow completion of a comprehensive feasibility study to convert municipal and other sources of waste into energy at a local scale.

Municipal waste is an ongoing challenge and not likely to improve in the short to medium term. State and Federal Governments have been giving so much encouragement towards the burgeoning new sustainable or (but mainly only renewable) energy industries. The agenda for discussion with the EPA will include the waste to energy opportunities and barriers identified. The cost of conversion of waste to energy was historically high, but any things have changed over the last five (5) years:

- Access to the electricity distribution network has become less burdensome
- Technologies have evolved in both Waste to Energy and also the control of the electricity input sources (Microgrids)
- The problem of municipal waste management has become widely known
- The uptake of domestic power generation is exponentially rising

The feasibility study will determine whether the combination of changed circumstances mentioned above is enough to warrant a pilot plant being built in this point in time. Waste to Energy projects are not new, however, technologies have advanced so much over the past five years, particularly across Europe, we think it is time that they are reviewed in Australia – at a small scale.

RESOLVED That the Country Mayors Association provide a letter of support to Tenterfield Shire Council and the New England Joint Organisation to seek seed funding from governments to undertake a feasibility study and the Premier be advised of this support (Yass Valley Council/Glen Innes Severn Council)

RESOLVED That the Country Mayors Association invite other Joint Organisations to support the initiatives of Tenterfield Shire Council and the New England Joint Organisation to make Waste to Energy a reality (Leeton Shire Council/ Tenterfiels Shire Council)

RESOLVED That the Country Mayors Association request Mr Ken Gillespie, Regional Infrastructure Coordinator to facilitate a meeting of State Government leaders including OEH, EPA and DPC with local government representatives to discuss the issues that could be facing making Waste to Energy a reality (Orange City Council/ Yass Valley Council)

9. Unratable Land Sub Committee Report

RESOLVED That the information be noted (Temora Shire Council/Tenterfield Shire Council)

10 Notice of Motion signed by Cr Cathy Redding, Narrabri Shire Council, Cr Kathy Sajowitz, Oberon Shire Council and Cr Peter Petty, Tenterfield Shire Council "That the current Chairperson, Vice Chairperson and Secretary be allowed to nominate for executive positions of the Country Mayors Association at the 2018 Annual General Meeting, as is permissible under clause 26 of the Association's Constitution"

The Chairperson Cr Katrina Humphries vacated the Chair. Executive Member Cr Liz Campbell was asked to chair the meeting for the discussion of the item The Chairperson Cr Katrina Humphries and Deputy Chairman Cr Michael Pearce left the meeting room

RESOLVED That the current Chairperson, Vice Chairperson and Secretary be allowed to nominate for executive positions of the Country Mayors Association at the 2018 Annual General Meeting, as is permissible under clause 26 of the Association's Constitution (Narrabri Shire Council/Tenterfield Shire Council)

The Chairperson Cr Katrina Humphries and Deputy Chairman Cr Michael Pearce returned to the meeting and Cr Katrina Humphries resumed her role as Chairperson

11. Hon Gladys Berejiklian MP, Premier

We need to speak up for pour communities and the government will listen to concerns and ideas. Probity is important and announcements need to be delivered as quickly as possible. The Government does not always get everything right. $1 in every $3 is spent in regional areas and all the money received from the sale of the Snowy Hydro will be spent in regional NSW. Money needs to be allocated to social issues as well as economic issues. Drought assistance has been increased by $500 million to $1 billion. The Regional Vision for the next 10 years has been announced. Digital connectivity is important and is part of the vision. Water security is also important and is a work in progress. A strong NSW is a strong Australia.

11. Mr Ken Gillespie, Regional Infrastructure Coordinator, NSW Premier and Cabinet

Mr Gillespie introduced his team that is undertaking the review of Regional Infrastructure in NSW. He agrees that Joint Organisations are an important part of the States future and they need to be successful. There are so many council issues that need to fit in with the Joint Organisations priorities. Councils need to prioritise their top 5 issues. A lot of red tape has been reduced. Funds are being made available to Joint Organisations and bureaucrats are not parking the money but distributing it. The Expenditure Review Committee now considers applications monthly instead of half yearly

12. Saleyard Expo

Mr Steve Loane provided information on the recent Saleyard Expo at Casino and advised the Country Mayors resolution regarding the Volumetric Livestock Loading Scheme are to be implemented

13. Future Meeting Venues

The Chairperson is to hold discussions with Parliament House regarding suitable meeting rooms for future meetings

There being no further business the meeting closed at 12.38pm.

Cr Katrina Humphries
Chair – Country Mayor's Association of NSW

St Joseph's Primary School

Loftus Street Manildra NSW 2865
Ph: (02) 6364 5177 Fax: (02) 6364 5383
Email: stjosephsmanildra@bth.catholic.edu.au

To: The Councillors of Cabonne

From: The students of St Joseph's Catholic Primary School, Manildra

Date: 31 July 2018

Following your visit with us and the students of Manildra Public School this morning we would like to thank you for what you have provided to us in Manildra.

We are getting new exercise equipment at the Skate park.

Thank you for our new shades at the pool.

What we would like?

- Big waterslide
- Diving pool
- Volleyball beach
- Ninja warrior course
- Better water quality at the pool and longer opening hours and weeks during swimming season
- Little skate park for under 10's
- Better signage at the entrances to town (Condobolin has a great metal sign)

Thank you

The students of St Joseph's Manildra

GOVERNANCE RISK MANAGEMENT AND BUSINESS IMPROVEMENT COMMITTEE

MINUTES MEETING 12 JULY 2018

Present:

Mr Steve Kent (Chair)	Independent Member (Voting)
Mr Phil Burgett	Independent Member (Voting)
Mr Stephen Harding	General Manager (Non-Voting)
Mr Luke Taberner	DFCS (Non-Voting)
Ms Debra Hamilton	Risk Management Coordinator/Secretariat (Non-Voting)

The Chair of the Committee Mr Steve Kent welcomed all attendees to the meeting.

ITEM 1. APOLOGIES

Mayor Cr Kevin Beatty

Deputy Mayor Cr Anthony Durkin

ITEM 2 DECLARATIONS OF INTEREST

Nil

ITEM 3 CONFIRMATION OF THE MINUTES

The minutes of the previous Governance, Risk Management and Business Improvement Committee meeting of Cabonne Council, held 27 April 2018, were adopted by Mr Steven Kent (Chair) and confirmed by Mr Phillip Burgett.

ITEM 4 INTERIM MANAGEMENT LETTER FOR YEAR ENDING 30 JUNE 2018

RESOLVED

Phil Burgett/Steve Kent: that the Committee note and endorse the interim audit report for the year ending 30 June 2018 as prepared by the Audit Office of NSW.

Notes relating to item 4.

Monique Bartley from the Audit Office NSW attended the meeting via phone to discuss the issues raised in the interim management letter which included the issues raised in IT Security. She advised that an issue in relation to IT security at Gosford Council highlighted the opportunity to commit fraud. This was the reason behind the emphasis on IT security. Monique added that it also provided a consistent approach in Local Government and provided an opportunity for improvement in processes.

Mr Luke Taberner advised the Audit Committee and Monica that Synergy is able to produce the supplementary listings required by the Audit Office. It was confirmed that management had agreed to the recommendations and that these will be up to date by the end of year.

ITEM 5 AUDIT OFFICE NSW – CLIENT SERVICE PLAN

RESOLVED

Phil Burgett/Steve Kent: that the Committee endorse the Client Service Plan.

Notes relating to item 5.

Council's external auditor, John O'Malley, joined the Committee Meeting via phone and advised that the interim management letter summed up neatly the requirements and acknowledged that these issues were being addressed by Council. Steve Kent acknowledged that the recommendations had been implemented or in the process. The client service plan had notable timelines for end of financial year and expresses issues that would be a challenge. John emphasised the Water and Sewer and Building Valuations and that there is an emphasis on IT.

Phil Burgett queried the RFS Assets and the discrepancies between the Australian Standards and the Legislation and asked if this issue had been resolved. John advised that there will be a resolution about the RFS in the future and it is high on the audit agenda. John advised that when it is resolved, it is unlikely to sit on Councils Asset Register.

ITEM 6 RISK MANAGEMENT COORDINATOR'S REPORT

RESOLVED

Phil Burgett/Steve Kent: that the report be noted.

Notes relating to item 6.

Risk Management update was provided to members of the Committee. Updates on the top ten Strategic Risks were provided as an excel spreadsheet. Fraud risks are a major exposure to Council, in particular procurement and timesheets. National Heavy Vehicle Regulation amendments will come into effect on the 1 October 2018 and has been rated as an extreme risk to Cabonne Council due to the likelihood of sanctions and their consequences.

The RMC advised that Local Government is not prepared for the amendments and advised that police raids have been planned and are said to commence soon after the amendments come into effect. The Committee was further advised that Councils were currently being fined due to mass and speed breaches on a regular basis, according to Holding Redlich Lawyers. The fines will also increase to $50,000 for individuals and $3 million for organisations.

The main change to legislation is that the police will be empowered to raid any worksite even if no incident has occurred. The Committee was also advised that adherence to the Mastercode that will form part of the legislation will place Council in a defensible position.

The Committee were further advised that Local Government were considered high risk and complacent by authorities. Mr Steve Kent agreed, due to this not being identified as a significant risk by any other Council that he does business with, he concurred that this would amount to complacency.

Mr Stephen Harding stated that he had been advised by the Director of Engineering and Technical Services that the main risk was literacy and stated that some work was being done between Cabonne, Forbes and Parkes Council, but was unable to provide any detail as to what was planned.

A copy of the Risk Register was tabled at the meeting. Mr Steve Kent acknowledged that a lot of good work had been done in risk management.

ITEM 7 FRAUD CONTROLS IN LOCAL COUNCILS

RESOLVED

Phil Burgett/Steve Kent: that Council develop a fraud control plan and appropriately train staff to recognise and report suspected fraud.

Notes relating to this issue

Mr Luke Taberner advised the Committee that Fraud is a considered a major issue in Local Government and will be a focus from the Audit Office in the areas of procurement contract management and that the Audit Office provides a Fraud Audit Kit on its website.

ITEM 8 ANY OTHER BUSINESS

Notes relating to this item.

Steve Kent raised the issue of appointing an internal auditor. The areas of risk being considered for audit include Fraud.

Steve Kent said that he will send through an audit framework and the Standard on Fraud and Corruption to Luke Taberner. Steve explained the gaps highlighted in the audit would become Councils fraud control plan. The Auditors office provides checklists from which risks can be extracted.

There was general discussion around the development of an audit plan to be presented to the next meeting.

There was also discussion around the advertising and appointment of independent members of this committee. This will be undertaken in conjunction with Blayney Council and Central Tablelands Water who share Council's independent committee members.

Mr Kent requested that a report be developed on activities of the Committee over the past 12 months.

ITEM 9 NEXT MEETING

No specific date was set. A date will be set after consultation with Blayney Shire and Central Tablelands Water.

CANOWINDRA INTERNATIONAL BALLOON CHALLENGE

2018

POST EVENT REPORT

THE 2018 EVENT

The Canowindra International Balloon Challenge is an annual event, which has been running for 8 years, and attracts visitors to, and increases awareness of Canowindra

and the Cabonne region. The event partners with relevant NSW Government Departments to assist them in achieving their goal of ***doubling tourism in regional NSW by 2020***

With the Vision and Support of Cabonne Council and Destination NSW, who granted our Event triennial funding as a Regional Flagship Event in 2016 we have had the security to move forward. We have now been asked to apply for funding from the Event Development Fund of DNSW.

The 2018 Event attracted approximately 11,500 over the entire event. With some exciting and creative new initiatives we expect this growth to continue over the next several years. The Event injected approximately $1.5 million into the local economy through spending in local and regional businesses accommodation facilities, shops, restaurants and cafes, and specialised tourism services such as attractions.

The competition this year involved 20 balloons from Australia, the USA, New Zealand and France, with another 17 balloons flying in the Fiesta. This is the highest number of balloons that we have ever had attend.

The 60 Stallholders at the Cabonne Country Balloon Glow reported great sales. The public commented on what a great range of food was available

Attendance figures and demographic data gathered demonstrated that visitors came from Central West NSW 28%

Greater Sydney 58%

Other NSW 8%

Interstate and Overseas 6%



BENEFITS TO CANOWINDRA and REGION

The Event delivered a major economic contribution to Canowindra and the surrounding region

Major benefits included:

Over 11,500 visitors attracted to the event

Visitor spend over $1.5 million

Event attracted 1,583 site bookings at the Showground in motorhomes, caravans and camping, (up from 347 last year) generating an income of $55,000 This year the camping was managed by CCI via a newly established online booking system designed to integrate with Orange 360 for future co operative marketing.

Local community organisations contributed in a voluntary capacity and were provided the opportunity to raise money. The following donations were made to groups

$4,500 Central West Tractor Trek for bump in/out of market stallholders and staffing gates

$300 – Canowindra High School Year 10 students fundraising for "Emu Parade" clean up of the Showgrounds on Sunday morning

$500 – Canowindra Golf Club for access for parking on the golf course

$800 – Canowindra Sports Trust for use of the Sports Oval for balloon launches.

Other groups including CWA, Canowindra Rugby Union, Canowindra Public School, and others all had food stalls at the Night Markets and most reported takings in excess of $2000 each. There were also many Food, Wine and Craft stalls from the region who reported good profits. The Molong St John Ambulance members attended to fulfil First Aid duties

Overflow visitors stayed at Eugowra Showgrounds, Cowra, Forbes, Orange, Parkes.

It is envisaged to have another temporary camping area in Canowindra for 2019.



SPONSORSHIP

The 2018 Canowindra Balloon Challenge could not have been delivered without the support of our generous sponsors and supporters. We received $171,577 in both cash and in kind sponsorship including the following;

$124,827 Television advertising from Prime7 with 4,686 spots (actual spend $13,323) who are committed as our major Media Partner for the next 2 years

$7,500 News coverage from Prime7

$5,500 Free balloon flights from Balloon Joy Flights

$6,500 Consultation/mentoring from Kavanagh Balloons/Key Grab prize

$3,000 Wine from local wineries as gifts to farmers

$8,450 Local businesses for advertising in Event program.

$750 Parkes Elvis Festival

$1500 dog food from Purina as gifts for farmers

$1800 First Choice Credit Union for sponsorship of the Volunteer shirts

$7500 worth of coverage in Fairfax Media publications.

$5,000 worth of coverage in the Phoenix Group of papers for actual spend of $550

GRANTS

$27,500 was received from DNSW under the Regional Flagship Events Program for marketing.

$20,000 from Cabonne Council. This funding was used in the following areas:

AdLoyalty to manage, organise and oversee the night markets

Event Rain Insurance to cover possible loss of Gate takings

Event Infrastructure like toilets, crowd barriers, lighting, generators and skip bins needed at the Showground for the Cabonne Country Balloon Glow

Ongoing website development and Social Media marketing

MEDIA AND MARKETING

Canowindra International Balloon Challenge committee worked very hard to continue developing relationships with both local, regional and national media including print, television, radio and now a full Social media campaign

TELEVISION

The event received a total of 4686 advertising spots on Prime7, 7TWO and 7Mate. The actual spend was $13,323 but including the free spots was worth $124,827. We received 12 minutes of news coverage on Prime7 as well as on WIN and Nine. News coverage was seen throughout NSW and northern Victoria.65% of people surveyed

stated that they heard about the event from TV advertising. ABC Backroads went to air in January, and we hosted Mike Whitney's Sydney Weekender in late January.

A Media Crew from China covered the event with a half hour live stream at the Balloon Glow and a new ABC TV program called "Escape from the City" filmed a segment at the Event.

DNSW included Canowindra Challenge in their "It's ON in NSW" campaigns

PRINT

A total of $3,881 was spent on newspaper and magazine advertising. Additional free editorial coverage was received in the following: the Official Sydney Guide, Central West Discover magazine, Caravan and Camping Australia, Wanderer online, Fairfax Regional media, Australian Seniors Lifestyle





RADIO

The event received a large amount of coverage on local and regional radio with interviews being conducted in both the lead up to, during and after the event. Radio interviews were broadcast on FM88, ABC local, and Statewide with Simon Mahoney, 2DU, 2PK, 2MCE

SOCIAL MEDIA

AdLoyalty were employed to cover ongoing website development and all Social Media

- The following excerpt is from AdLoyalty report
- Facebook reached over 145,000 people.
- Videos on Facebook were viewed almost 32,000 times.
- The "Likes" on the official event Facebook page increased by over 600 people during the event week.

- Facebook achieved accumulated daily impressions of over 480,000.
- Social engagement represented just over 7,000 in April 2016, almost 13,000 in April 2017 and over 19,000 in 2018 showing a steady increase over the past 3 years.
- Users were encouraged to utilize the event hashtag #canowindrachallenge and did so in excess of 800 times.

In addition, we were featured in: the It's ON in NSW (whole of State), which is a DNSW promotion.

- WEBSITE
- Over 26,000 page views during the event week.
- The most popular pages were the Home Page (27.58% of traffic), Balloon Glow (25.63%) Visitor Guide (8.12%) and Program (6.34%).
- People stayed on the website for an average of 2.11 minutes and viewed 3.39 pages per session.
- Over 66% of people accessed the event website via a mobile phone, compared to 20.79% via desktop and 12.77% via tablet.
- International web users from Australia, United States, France, United Kingdom, New Zealand, Canada, Austria, China, Japan and Peru.
- 29.7% of web users were returning visitors, compared to 70.3% who were new visitors.
- #1 referral source was visitnsw.com.au, followed by abf.net.au and balloonjoyflights.com.au
- 27.97% of people found the website via an organic search with search terms including 2018 Canowindra balloon glow, balloon competition Canowindra, Canowindra balloon challenge, Canowindra balloon festival and so on.

94.66% of social sessions came from Facebook, 4.58% from Blogger and 1% from Instagram

PROMOTIONAL MATERIAL

The website was continually upgraded for both desktop and mobile platforms

The promotional material included Event posters, DL flyers, fence banners, a souvenir A5 program and inclusion in 2 calendars…..Elvis and the Lachlan calendar

The poster and DL Flyer were all distributed widely in the lead up to the event to raise awareness of the 2018 Canowindra International Balloon Challenge at various events and festivals and in surrounding towns eg. Parkes Elvis Festival. Australia Day in Parramatta Park and Canberra Balloon Spectacular.

The event program not only fulfilled the role of providing important information about the event, but was designed as a souvenir piece. It was available digitally also.







NSW TOURISM AWARDS 2017 BRONZE AWARD



THE BOTTOM LINE

- In 2018 we almost doubled our income and maintained profitability.
- We increased visitor camp nights by a multiplier of 5
- We invested $28,500 in capital infrastructure including a Weather Station for Blue Jacket lookout,a Windsond for measuring upper level winds,and a LPG refuelling station for balloons at Canowindra Showground.These are non recurring expenses.
- We increased our volunteer and memberships significantly over previous years
- Implemented a new 5 year DA and Strategic Plan for continued event growth.
- Ended with a cash flow defecit due to unforeseeable expenses of $31,721 due to the provision of power generators and cabling for the expansion of Canowindra Showground campsites and also including $ 7,091.41 in DA expenses.
- Applied for a Regional Sustainable Communities Grant for necessary safety upgrades at the Showground to avoid the above expenses in the future.

The event was once again run to International standards with competition over 6 days

We have much more community support with growth in our membership base to 45.

Our volunteers have grown this year with 200 registered volunteers, up from approximately 150 last year. These were managed by our Volunteer co ordinator who has made a forward commitment to us for the next few years

Several new initiatives were taken this year including

Installing an LPG refueling station at the Showground for the sustainability of the event. This is the only one in Australia especially for Ballooning.

Extended and managed increased camping at the Showground.

An expanded range of saleable merchadise has given us a new revenue stream.

Purchase of event infrastructure equipment – Installed entry gate WiFi system to allow for ticket barcode scanning, tables and chairs, public weather station (installed at Blue Jacket lookout)

Smile Cloud machine…which is available for Cabonne Council use and for hire.

As you know we have set the dates for the event for the next 5 years so that we have continuity and stability. It will be in the 2nd week of the April school holidays each year. Dates have been published on our website and we are getting calls already including several coach tours.

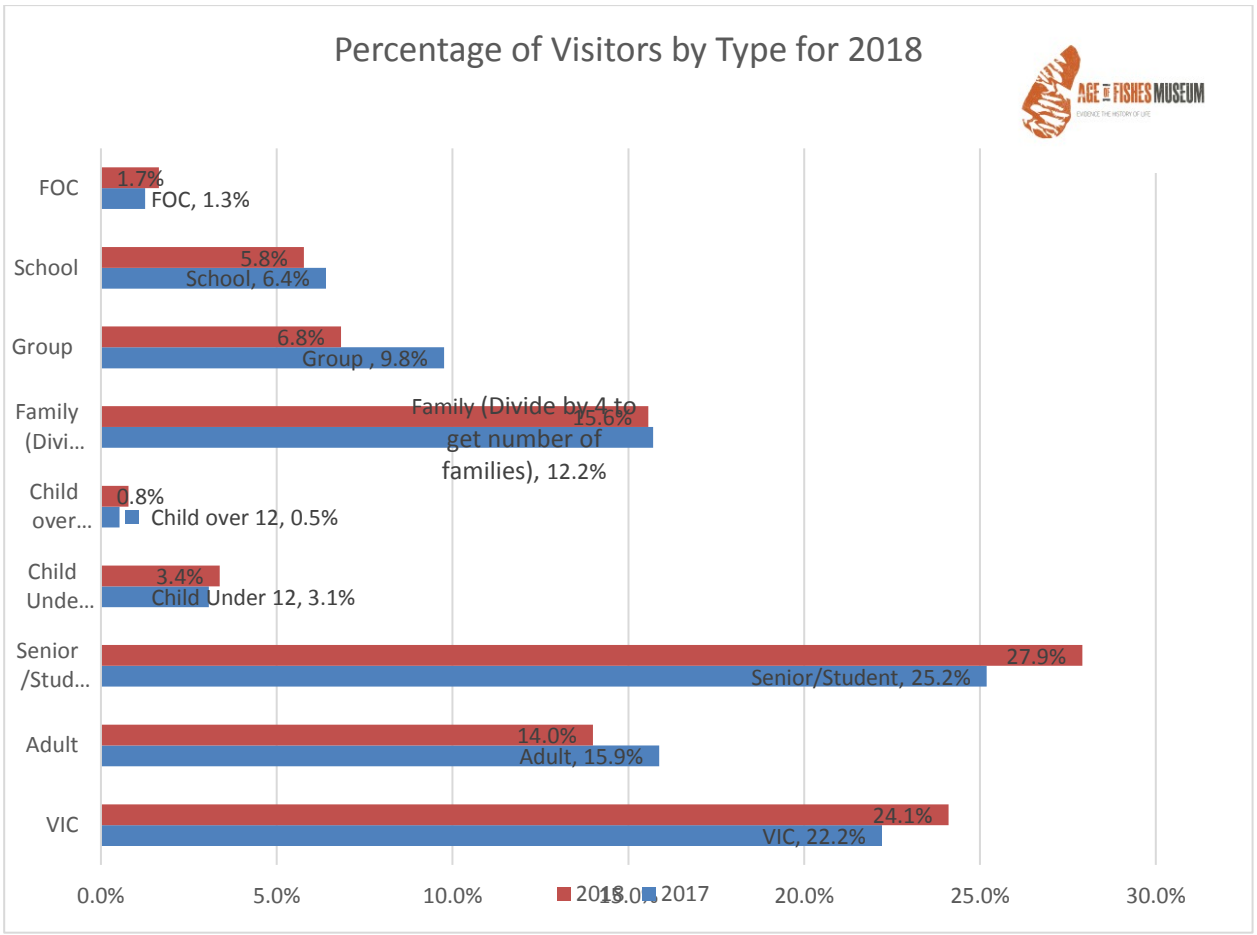
We have once again entered the NSW Tourim Awards and recently won Silver in the Regional Tourism Awards for 2018.

We do thank Cabonne Council for their support and hope we can look forward to your ongoing support so that we can develop this Cabonne and Canowindra very successful event.

Manager's Report
The Age of Fishes Museum
13th August 2018.

AOFM Report

Item 1 - Figure 1 The Number of Visitors by Month



	2018	2017

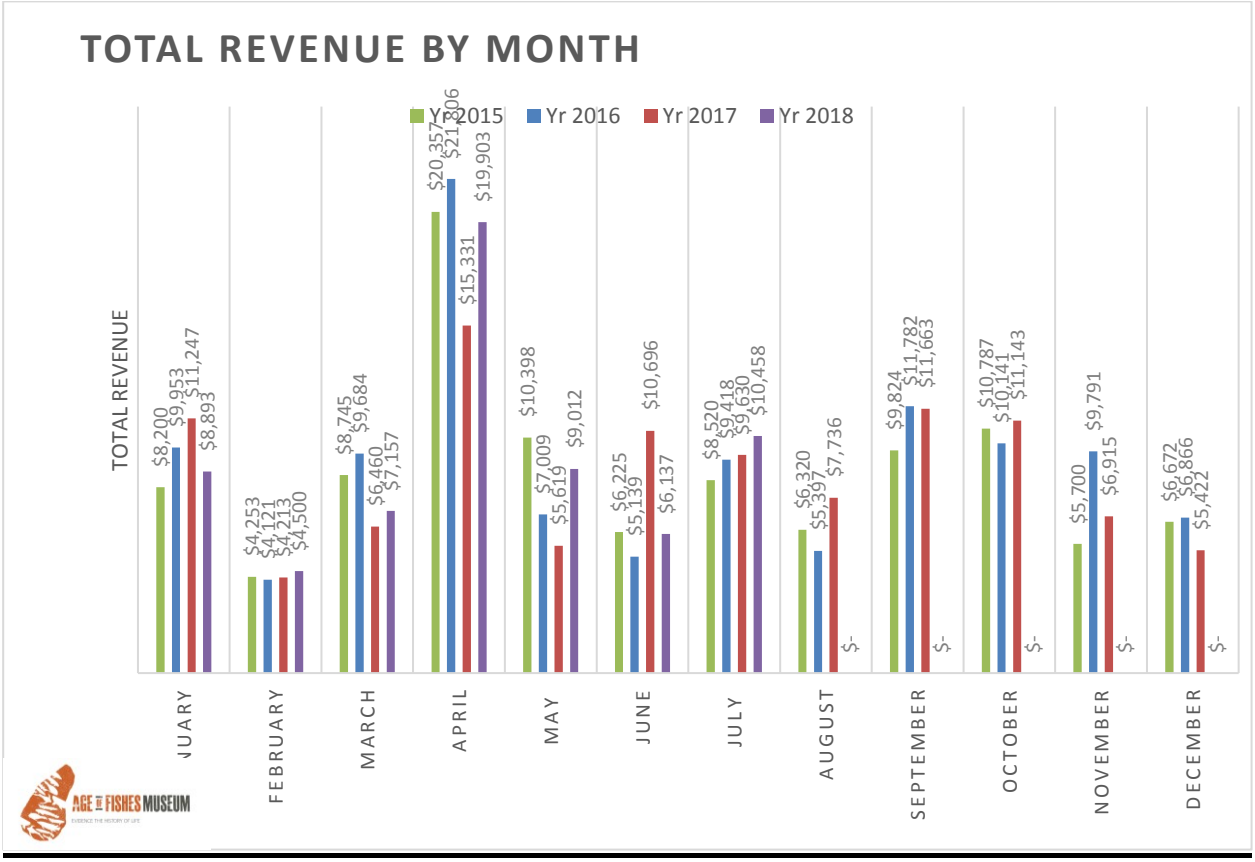
January	**Total 770** **Visitors 210** **Museum 560**	**Total 839** **Visitors 111** **Museum 728**
February	**Total 509** **Visitors 140** **Museum 369**	**Total 315** **Visitors 73** **Museum 242**
March	**Total 766** **Visitors 261** **Museum 505**	**Total 644** **Visitors 199** **Museum 445**
April	**Total 1860** **Visitors 460** **Museum 1400**	**Total 1565** **Visitors 347** **Museum 1218**
May	**Total 985** **Visitors 208** **Museum 777**	**Total 664** **Visitors 168** **Museum 496**
June	**Total 608** **Visitors 141** **Museum 467**	**Total 730** **Visitors 156** **Museum 574**
July	**Total 854** **Visitors 141** **Museum 713**	**Total 709** **Visitors 114** **Museum 595**

For the month of July, the level of patronage to the Museum and the Visitor Information Centre was 709 people in 2017 and 854 people in 2018.

Comparisons between the years 2017 and 2018 have shown:

- Total visitation to the VIC up to July 2017 was 1168 people.
- Total visitation to the VIC up to July 2018 was 1561 people.
- Total visitation to the AOFM up to July 2017 was 4298 people.
- Total visitation to the AOFM up to July 2018 was 4791 people.

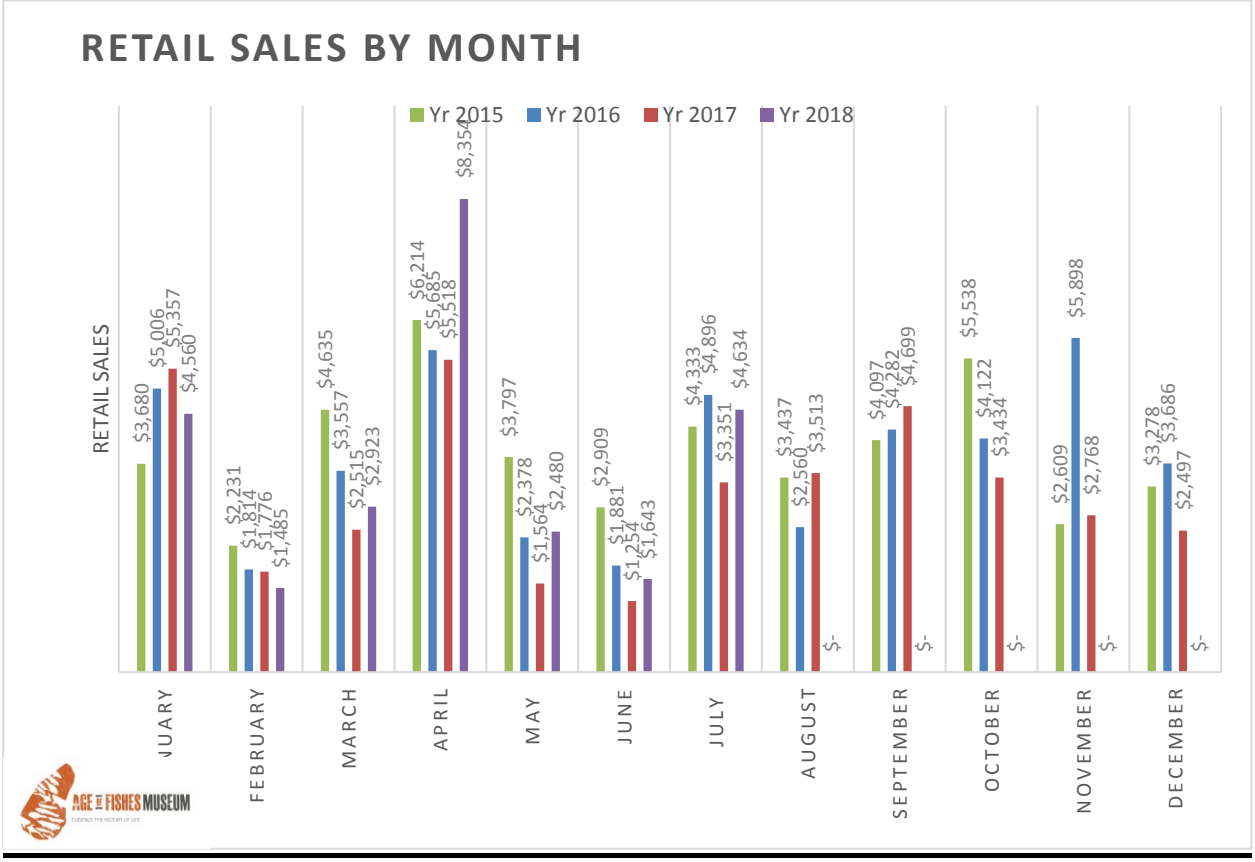
Item 2 - Figure 2 Adjusted Total Revenue by Month



As per the graph, comparisons between the years 2017 and 2018 have shown:

- Adjusted Total Revenue to the AOFM up to and including July 2017 was $63,196.
- Adjusted Total Revenue to the AOFM up to and including July 2018 was $66,060.

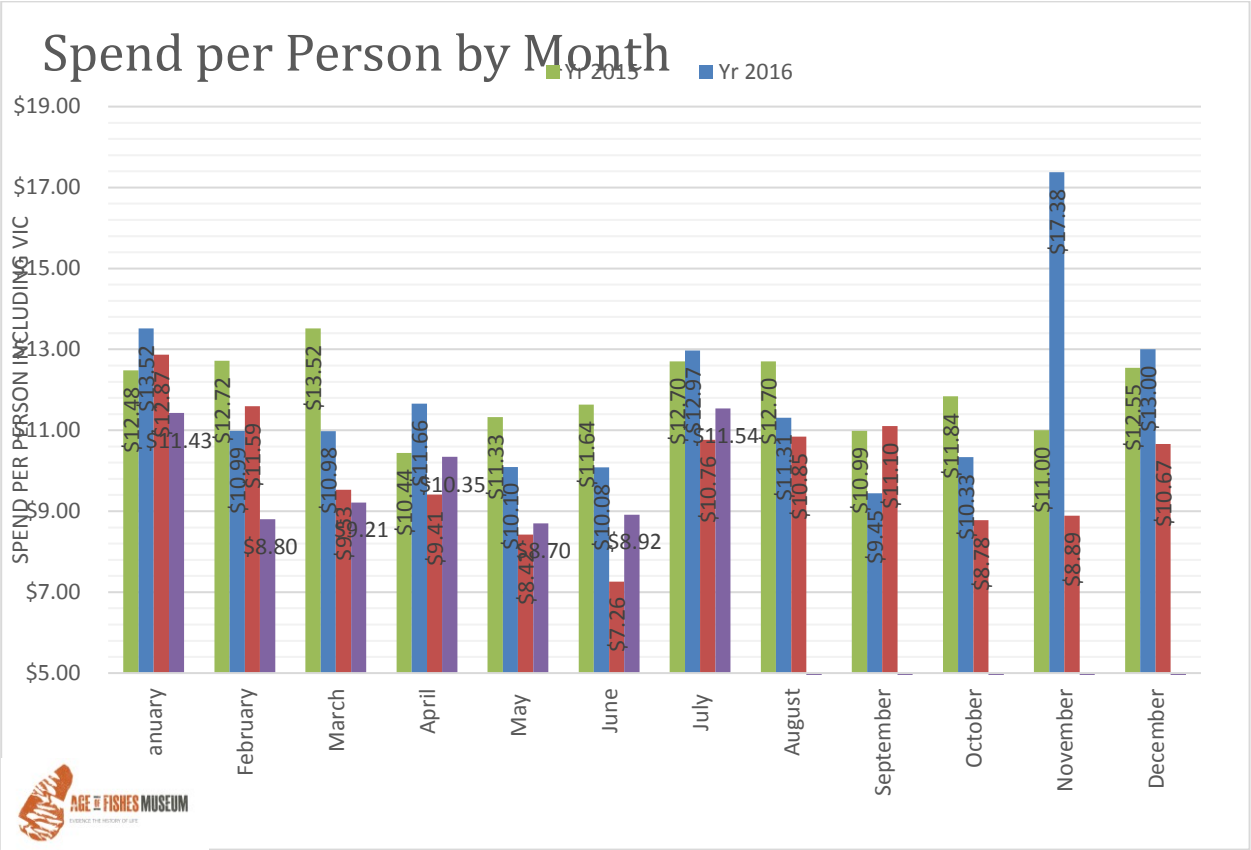
Item 3 - Figure 3 Retail Sales by Month



Retail Sales are those covering the Gift shop. As per the graph, comparisons between the years 2017 and 2018 have shown:

Month	Yearly Comparison
January	-$797
February	-$291
March	+408
April	+3436
May	+916
June	+389
July	+1283
August	
September	
October	
November	
December	
Total	+5344 increase this year

Item 4- Figure 4 Spend per Person by Month



Spend per person is currently averaging for January, February, March, April, May, June and July $9.85. This is below last year's average of $10.01.

Item 5 - Marketing and Promotion

Marketing

- Science week- AOFM Open Day, 250 written invitations were sent to all Primary and Secondary School teachers. (16th August 4-6 pm)
- Western Primary Principals Association Conference (30th- 31st August) in Orange.
- Canberra Home and Leisure Show (26th-28th October).
- Spring Gem craft and Mineral Show in Canberra (10th-11th November).
- Cano Mocs and Docs Short Film Festival have been promoting the Age of Fishes Museum and the short film festival on the Internet and the radio via Arts out West.

Item 6 - Current Projects

Alignment of projects with the Strategic Plan (highlighted in red near each project)

The Strategic Plan

STRATEGIC PRIORITIES

Best in the World	Deeply Passionate About	Our Economic Driver
Position AOFM as a place of scientific significance 1.1 Complete the storage facility. 1.2 Align with a University. 1.3 Re-establish a Scientific Advisory Board. 1.4 Reopen the site with the goal to regenerate interest and uncover what is deeper down in the site i.e. tetrapods. 1.5 Participate and host National Scientific Week activities. 1.6 Align the Education Program with the new School Curriculum.	**Build knowledge and awareness through regional stakeholders and community engagement.** 2.1 Develop a Stakeholder Matrix e.g. who and what they are after. 2.2 Define the AOFM key scientific messages. 2.3 Develop a Marketing Plan. 2.4 Develop an effective Communications Plan that includes regular emails and social media. 2.5 Promote the AOFM to all School Science and History Departments. 2.6 Keep the website and marketing collateral current. 2.7 Regular Volunteer training and updates.	**Position AOFM as must visit attraction in regional NSW** 3.1.Execute Marketing Plan and Communications Plan including regional TV and radio. 3.2 Continue to develop targeted databases i.e. Coach Tours, Car Clubs, Clubs in NSW etc. 3.3 Develop the AOFM product and experience. 3.4 Attend Trade Shows – be selective i.e. education and scientific shows. 3.5 Promotional displays at other regional VICs and other tourism facilities. 3.6 Submit application for the regional Tourism Awards. 3.7 Provide outstanding VIC services.
Maintain and extend relations with Government, Scientific Community and the Tourism Industry 1.7 Align with a University. 1.8 Re-establish a scientific Advisory Board. 1.9 Establish a working relationship with the Australian Museum. 1.10 Work with other organisations i.e. Orange Region Tourism, CENTROC and regional VICs. 1.11 Be an active member of the Canowindra Business Chamber. 1.12 Extend relationships with accommodation providers i.e. for scientists etc. to stay at a special rate.	**Drive membership** 2.8 Review current memberships. 2.9 Develop membership benefits that directly correlate with the AOFM and its facilities. 2.10 Develop a Membership Strategy as part of the Marketing Plan with targets. 2.11 Identify potential mutually beneficial sponsorship relationships.	**Develop a long term sustainable business model** 3.7 Develop the AOFM budget. 3.8 Identify a list of grants and funding opportunities and apply. 3.9 Improve retail presentation and sales. 3.10 All products must reiterate our scientific relevance.

Our objectives	How we will meet these objectives
Financially viable	**Strategic Plan.** **Business Plan.** **Marketing Plan.** **Long term sustainable business model.** **Replace MYOB.** **Reduce costs e.g. electricity and LPG (using solar energy).** **Increase visitor numbers and their expenditure per visit.** **Provision of VIC services.**

	Improve the Museum (maintenance, new displays/ exhibition space, equipment and activities). **Improve the shop presentation, the goods for sale and the amount of local produce that is sold.** **Obtain grants and subsidies for capital improvements.** **Sell items that are not used e.g. the container and office equipment.**
Marketing and promotion	**Marketing Budget.** **Communications Plan.** **Increase radio, television, newspaper and internet coverage.** **Improve brochures and the web page.** **Email out to schools, coaches, clubs and other organisations twice per year.** **Attend Exhibitions and Shows e.g. Gem and Minerals Shows.** **Work with other organisations e.g. TDO, CENTROC and regional VICS.** **Promotional displays e.g. at the Cowra Visitor Information Centre** **Target group markets.** **National Science week activities.**
Improve the Museum	**Maintenance Plan.** **Replace faulty equipment e.g. MYOB.** **Increase the number of children's activities e.g. An Adventure Playground and Time Line Game.** **Improved technology e.g. HD televisions.** **Live fish.** **Increase available space e.g. Use upstairs for a theatre – with an additional staircase into the Newcrest Gallery.** **Align the education program with the new school curriculum.** **Introduce new ideas and concepts e.g. 500 million years of fish or show the whole Devonian period.** **Build the storage facility – with a public viewing extension on the outside.**
Volunteers	**Advertise for volunteers.** **Improve induction, training and professional development.** **Local and regional familis.**

	Develop volunteer networks.
Community Status	**Connect with local and regional Community.** **Have a regular, consistent and comprehensive newsletter.** **Drive membership.** **Improve Stories in Stone.** **Improve the Children's Club.** **Have Community Invitation Evenings e.g. TDO**
Scientific Community	**Connect with the Scientific Community (National and International).** **Scan the Fossil Dig Site E.g. Mining Scientists.** **Mr. Curran to gift the land and the possible reopening of the site.** **Fossils Slab Loan Program to build scientific partnerships.** **Work with the Australian Museum and Scientific bodies.**

Augmented Reality Technology (Improve the Museum)

- Spoke to Matthew Weaver regarding new technology. He will provide us with a quote for:

a) Augmented technology – 3D dimensional file on an I phone or touch screen.
b) App game - where the child collects points if they find prehistoric fish around the Museum.
c) Digital projection – Data projector projects models of animated fish.

Telstra: **(Improve the Museum)**

- Will be refunding the AOFM $460 because the Museum paid for the internet for four years even though it was not accessible in the Museum and was never used.
- Now have Broad band.
- Working at providing visitors with free WIFI.

Billboards (Marketing and promotion)

- Quotes pending.

Daroo Awards: (Marketing and promotion)

- Applications close on the 31st August.

Fortescue and the Scanning of the Dig Site (Scientific Community)

- Pending. Waiting for the sale of the property.
- Stories in Stone sent regularly to Mr Curran.
- Fiona has advised me that Fortescue are on hold until the sale of the property so that they can do a complete scan.

Storage Facility (Improve the Museum)

- At lock up stage.
- Kevin submitting proposal to Cabonne Council to fund a fork lift from the Town Improvement Fund.

Mr Sun's Fossil Exhibition from China (Marketing and promotion and Scientific Community)

- Pending

The University of Michigan Museum of Natural History (Marketing and promotion and Scientific Community)

- Pending. They will send the payment once they have confirmed that the diagrams can be used.

Solar Panels (Financially viable)

- Kevin submitting proposal to Cabonne Council to fund the solar panels from the town improvement fund.

Enclosing the Veranda to make it into an Education Den and the CSIRO Time Walk Game (Improve the Museum)

- "Renascent" quote – pending

Regional Tourism Award (Marketing and promotion)

- Won Gold at the Regional Tourism Awards.

Cabinets (Improve the Museum) (Financially viable)

- John Holland wants the shed emptied.
- The units were listed at $80 each for the 17 cabinets- no response at this time.
- Have listed them for another month on Gumtree at $60.00.
- Michael Grimshaw has offered to pull them apart and they can be sold as scrap.
- Easier to handle as they weigh about 300kg each.
- He believes that we would get the same money for them as parts.

Container (Improve the Museum)

- Pending – Will be removed by the owners.
- Request the use of a skip from Cabonne council to help with the removal of mouldy rubbish.
- Will also put some rubbish out for bulk waste collection (this is taking place from the 13th August in Canowindra.)

Orange 360 (Marketing and promotion)

- Membership pending.

Volunteers (Volunteers)

- Job link plus will not do another $10,000 project now.
- Only $2250 for three volunteers which we have accepted.

Volunteer Uniforms (Improve the Museum) (Marketing and promotion)

- Slowly upgrading the uniform with professionally embroidered polo shirts.

Maintenance (Improve the Museum)

- Computers now repaired and upgraded – but very expensive.
- Gutters have grass growing out of them - need to be cleaned.
- Audios need maintenance – at least half are not functional.
- All electrical equipment needs to be tested and tagged. (Last done in 2005)

Item 7 - Completed Projects

NSW Tourism awards (Marketing and promotion)

- Application submitted following feedback and modifications.

Item 8 - New and Planned Projects

The Canowindra Holden Fossil Car (Marketing and promotion)

- Meeting Ken and Denese in September after their return from Canada.
- Possible registration with the Cowra Antique Vehicle Club.

Australian Maritime Museum (Marketing and promotion)

- Hosting the Australian National Maritime Museum's Temporary Exhibition "Submerged: Stories of Australia's shipwrecks" graphic panel display for six weeks from 13-April to 25-May 2019.

New Activities for the Museum (Improve the Museum)

- Susan Hodge's activities- pending.
- Importance of rocks - children's activity - Identifying rock metals using a metal detector.

Dr Zhen - Radiometric Age Dating (Scientific Community)

- Dr Zhen visiting on August 18th to sample the soil around the fossils.

Layout of the Museum (Improve the Museum)

- Workshop tentatively booked for the 15th October.

Lift to be able to use the second floor (Improve the Museum)

- Please see attached quote.

New Adventure Playground with Fossil Dig Site (Improve the Museum)

- Please see attached quote.

Item 9 - Donations, Grants and Sponsorships

Grants

- Building Better Regions Fund– Applied for solar panels- (Applications closed 19th December).
- Harcourt's Foundation Grants – Applied for solar panels – (Applications closed 31st December).
- Community Building Partnership- Applied for $10,000 for four new televisions. (Applications closed on the 15th June)
- Bunnings Orange -Applied for $500 sponsorship to paint the Fish and Rods Game board.
- Bunnings Cowra – Applied for $500 sponsorship to paint the Fish and Rods Game board.

Anne Clark
Manager
Age of Fishes Museum

first choice CREDIT UNION

Transaction History for Karen Margaret Clarke, 12802

Date: 01/08/2018

Age Of Fishes Cheque A/C

ACC 41019589

$22,311.67

Current $22,386.67

TRANSACTION	SHOWING	ORDER
ALL	01/07/2018 - 31/07/2018	NEWEST FIRST

UNCLEARED FUNDS

CHEQUE FLOAT ON ITEM(S) DEPOSITED 30/07/2018
DATE AVAILABLE: 02/08/2018 $75.00

DATE	DESCRIPTION	AMOUNT	BALANCE
31/07/2018	INTEREST CREDIT	$0.18	$22,386.67
31/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$16.00	$22,386.
30/07/2018	DIRECT DEBIT CALARE FINANCE - CALARE FINANCE	-$198.41	$22,370.
30/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$101.35	$22,568.
30/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$87.40	$22,467.
30/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$79.35	$22,380.
30/07/2018	DEPOSIT - CASH	$50.00	$22,300.
30/07/2018	DEPOSIT - CASH/CHEQUE	$938.05	$22,250.
27/07/2018	EXT TFR - NET(BB)# 3499244 TO 066107011 J & L SPEAR STG - SYDNEY - NSW	-$200.00	$21,312.
27/07/2018	EXT TFR - NET(BB)# 3499243 TO 195967579 KAREN CLARKE ANZ - PARKES	-$850.44	$21,512.
27/07/2018	EXT TFR - NET(BB)# 3499242 TO 516768 GREG MORTON WBC - ZETLAND	-$212.30	$22,363.
27/07/2018	BPAY NET(BB)# 85164 TO TAX OFFICE PAYMENTS 75556 365587769585260	-$2,291.00	$22,575.
		-$131.12	$24,866.

27/07/2018	BPAY NET(BB)# 85163 TO SUPAGAS 215442 2210000000021016		
27/07/2018	EXT TFR - NET(BB)# 3499239 TO 10131903 THE TOURISM GROUP PTY LTD CBA - 400 GEORGE ST BRISBANE	-$106.50	$24,997.
27/07/2018	BPAY NET(BB)# 85162 TO BIGPOND HOSTING 322792 691496814	-$43.45	$25,104.
27/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$16.00	$25,147.
26/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$16.00	$25,131.
24/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$179.75	$25,115.
23/07/2018	DEPOSIT - CASH	$550.00	$24,935.
23/07/2018	DEPOSIT - CASH	$1,358.00	$24,385.
23/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$187.75	$23,027.
23/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$106.95	$22,840.
23/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$99.90	$22,733.
20/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$225.40	$22,633.
19/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$360.95	$22,407.
18/07/2018	DIRECT CREDIT SCH EFT VIA SAP - OEF3000749101	$480.00	$22,046.
18/07/2018	EXT TFR - NET(BB)# 3468697 TO 561770419 CHRISTOPHER GREGORY NAB - COWRA	-$822.00	$21,566.
18/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$197.55	$22,388.
17/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$265.20	$22,191.
16/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$554.60	$21,926.
16/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$244.85	$21,371.
16/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$121.65	$21,126.
16/07/2018	DEPOSIT - CASH/CHEQUE	$1,524.40	$21,005.
16/07/2018	EXT TFR - NET(BB)# 3461769 TO 516768 GREG MORTON WBC - ZETLAND	-$212.30	$19,480.
		-$874.53	$19,692.

16/07/2018	EXT TFR - NET(BB)# 3461768 TO 195967579 KAREN CLARKE ANZ - PARKES		
16/07/2018	EXT TFR - NET(BB)# 3461767 TO 478672789 HEEBIE JEEBIES ANZ - CROWS NEST	-$953.45	$20,567.
16/07/2018	EXT TFR - NET(BB)# 3461766 TO 531738952 MURRAY VIEWS PTY LTD NAB - GYMPIE	-$1,551.40	$21,520.
16/07/2018	EXT TFR - NET(BB)# 3461765 TO 261122727 THE CANOWINDRA PHOENIX NAB - ORANGE PERSONAL BANKING	-$176.00	$23,072.
16/07/2018	EXT TFR - NET(BB)# 3461764 TO 773903041 PERIVALE PUBLISHING P/L NAB - MARRICKVILLE	-$176.00	$23,248.
16/07/2018	BPAY NET(BB)# 84401 TO ORIGIN ENERGY 130112 200038140782	-$2,438.68	$23,424.
16/07/2018	EXT TFR - NET(BB)# 3461762 TO 9104966 AUSTRALIA POST CBA - IB TS AUSTRALIA POST	-$347.75	$25,862.
16/07/2018	EXT TFR - NET(BB)# 3461761 TO 796213983 INLAND DIGITAL NAB - PARKES	-$347.45	$26,210.
16/07/2018	EXT TFR - NET(BB)# 3461760 TO 0526928 PRINTFORCE AUSTRALIA PTY LTD BWA - MOUNT LAWLEY	-$136.00	$26,558.
13/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$375.35	$26,694.
12/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$174.00	$26,318.
11/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$238.80	$26,144.
10/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$491.10	$25,906.
09/07/2018	BPAY NET(BB)# 83963 TO TELSTRA BILL PAYMENT 7773 94211451102	-$244.52	$25,414.
09/07/2018	BPAY NET(BB)# 83962 TO MYOB PAYBY SERVICES. 848283 385335872	-$394.35	$25,659.
09/07/2018	EXT TFR - NET(BB)# 3440951 TO 10414617 JOHN DONOHOE CBA - EPPING	-$323.40	$26,053.
09/07/2018	BPAY NET(BB)# 83961 TO OFFICEWORKS 16675 5003195225007123398	-$98.59	$26,377.
09/07/2018	EXT TFR - NET(BB)# 3440949 TO 544897223 ROSNAY ORGANIC WINES PTY LTD NAB - COWRA	-$440.40	$26,475.
09/07/2018	EXT TFR - NET(BB)# 3440948 TO 28001810 POSTER PLUS CBA - BELMONT NSW	-$476.52	$26,916.
09/07/2018	EXT TFR - NET(BB)# 3440947 TO 144904 WILD REPUBLIC WBC - EASTWOOD	-$608.30	$27,392.
09/07/2018	DEPOSIT - CASH	$957.45	$28,001.

09/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$310.95	$27,043.
09/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$288.25	$26,732.
09/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$289.25	$26,444.
06/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$45.00	$26,155.
05/07/2018	EXT TFR - NET(BB)# 3429309 TO 561770419 CHRISTOPHER GREGORY NAB - COWRA	-$1,221.50	$26,110.
05/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$170.80	$27,331.
04/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$234.25	$27,160.
03/07/2018	DIRECT DEBIT MYOB AUSTRALIA - MYOB 1-58894124940	-$138.12	$26,926.
03/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$213.80	$27,064.
02/07/2018	DIRECT CREDIT LYNETTE NEVILLE - LYN NEVILLE	$25.00	$26,850.
02/07/2018	DEPOSIT -CHEQUE	$500.00	$26,825.
02/07/2018	DEPOSIT - CASH/CHEQUE	$986.00	$26,325.
02/07/2018	DIRECT DEBIT AOF MUSEUM SHOP - MERCH FEE001540812	-$73.48	$25,339.
02/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$67.90	$25,413.
02/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$335.00	$25,345.
02/07/2018	DIRECT CREDIT AOF MUSEUM SH - MERCHANT SETTLEMNT	$145.90	$25,010.

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Reconciliation Report

Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
ABN: 36 558 776 958
Email: aof@colourcity.com

Account: 1-1200 FCCU On Call Sav #41019589
Date Of Bank Statement: 31/07/2018
Last Reconciled: 30/06/2018
Last Reconciled Balance: $24,864.55

Cleared Cheques

ID No.	Date	Memo/Payee	Deposit	Withdrawal
Merch fe	2/07/2018	First Choice Union		$73.48
eft	3/07/2018	MYOB		$138.12
eft	5/07/2018	computer repairs		$1,221.50
eft	9/07/2018	The Coin Man		$394.35
eft	9/07/2018	Rosnay Organic Wine		$440.40
eft	9/07/2018	Poster Plus		$476.52
eft	9/07/2018	Officeworks Business Direct		$98.59
eft	9/07/2018	John Donohoe		$323.40
eft	9/07/2018	Wild republic		$608.30
eft	9/07/2018	Telstra		$244.52
4	16/07/2018	Karen Clarke		$874.53
5	16/07/2018	Greg Morton		$212.30
eft	16/07/2018	Murray Views Pty Ltd		$1,551.40
eft	16/07/2018	The Canowindra Phoenix		$176.00
eft	16/07/2018	Perivale Publishing		$176.00
eft	16/07/2018	Origin Energy		$2,438.68
eft	16/07/2018	Australia Post shop		$347.75
eft	16/07/2018	Inland Technology		$347.45
eft	16/07/2018	We Print It		$136.00
eft	16/07/2018	Heebie Jeebies		$953.45
eft	18/07/2018	Christopher J Gregory		$822.00
6	27/07/2018	Karen Clarke		$850.44
7	27/07/2018	Greg Morton		$212.30
eft	27/07/2018	Bigpond Web Hosting		$43.45
eft	27/07/2018	Cash		$200.00
eft	27/07/2018	The Tourism Group Pty Ltd		$106.50
eft	27/07/2018	Supagas		$131.12
eft	27/07/2018	Australian Taxation Office		$2,291.00
eft	30/07/2018	Calare Finance		$198.41
		Total:	$0.00	$16,087.96

Cleared Deposits

CR005461	25/06/2018	2/7 $986.00 25/6-1/7	$190.00	
CR005462	26/06/2018	2/7 $986.00 25/6-1/7	$81.85	
CR005463	27/06/2018	2/7 $986.00 25/6-1/7	$361.65	
CR005464	28/06/2018	2/7 $986.00 25/6-1/7	$35.95	
CR005465	29/06/2018	2/7 $986.00 25/6-1/7	$84.70	
CR005465	29/06/2018	2/7 $986.00 25/6-1/7	$335.00	
CR005466	30/06/2018	2/7 $986.00 25/6-1/7	$117.00	
CR005466	30/06/2018	2/7 $986.00 25/6-1/7	$145.90	
CR005468	1/07/2018	2/7 $986.00 25/6-1/7	$67.90	
CR005468	1/07/2018	2/7 $986.00 25/6-1/7	$114.85	

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Reconciliation Report

Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
ABN: 36 558 776 958
Email: aof@colourcity.com

ID No.	Date	Memo/Payee	Deposit	Withdrawal
CR005469	2/07/2018	9/7 $957.45 2/7-8/7	$213.80	
CR005469	2/07/2018	9/7 $957.45 2/7-8/7	$79.95	
CR005476	2/07/2018	Donation	$500.00	
CR005477	2/07/2018	Lyn Neville Single FOF	$25.00	
CR005470	3/07/2018	9/7 $957.45 2/7-8/7	$100.45	
CR005470	3/07/2018	9/7 $957.45 2/7-8/7	$234.25	
CR005471	4/07/2018	9/7 $957.45 2/7-8/7	$165.35	
CR005471	4/07/2018	9/7 $957.45 2/7-8/7	$170.80	
CR005472	5/07/2018	9/7 $957.45 2/7-8/7	$45.00	
CR005472	5/07/2018	9/7 $957.45 2/7-8/7	$72.75	
CR005473	6/07/2018	9/7 $957.45 2/7-8/7	$288.25	
CR005473	6/07/2018	9/7 $957.45 2/7-8/7	$151.75	
CR005474	7/07/2018	9/7 $957.45 2/7-8/7	$289.25	
CR005474	7/07/2018	9/7 $957.45 2/7-8/7	$56.90	
CR005475	8/07/2018	9/7 $957.45 2/7-8/7	$310.95	
CR005475	8/07/2018	9/7 $957.45 2/7-8/7	$330.30	
CR005478	9/07/2018	16/7 $1524.40 9/7-15/7	$160.80	
CR005478	9/07/2018	16/7 $1524.40 9/7-15/7	$491.10	
CR005479	10/07/2018	16/7 $1524.40 9/7-15/7	$416.75	
CR005479	10/07/2018	16/7 $1524.40 9/7-15/7	$238.80	
CR005480	11/07/2018	16/7 $1524.40 9/7-15/7	$64.90	
CR005480	11/07/2018	16/7 $1524.40 9/7-15/7	$174.00	
CR005481	12/07/2018	16/7 $1524.40 9/7-15/7	$177.95	
CR005481	12/07/2018	16/7 $1524.40 9/7-15/7	$375.35	
CR005482	13/07/2018	16/7 $1524.40 9/7-15/7	$49.95	
CR005482	13/07/2018	16/7 $1524.40 9/7-15/7	$244.85	
CR005483	14/07/2018	16/7 $1524.40 9/7-15/7	$430.85	
CR005483	14/07/2018	16/7 $1524.40 9/7-15/7	$554.60	
CR005484	15/07/2018	16/7 $1524.40 9/7-15/7	$121.65	
CR005484	15/07/2018	16/7 $1524.40 9/7-15/7	$223.20	
CR005487	16/07/2018	23/7 $1358.00 16/7-22/7	$265.20	
CR005487	16/07/2018	23/7 $1358.00 16/7-22/7	$105.85	
CR005488	17/07/2018	23/7 $1358.00 16/7-22/7	$197.55	
CR005488	17/07/2018	23/7 $1358.00 16/7-22/7	$284.30	
CR005485	18/07/2018	Payment; West Wyalong High School	$480.00	
CR005489	18/07/2018	23/7 $1358.00 16/7-22/7	$282.45	
CR005489	18/07/2018	23/7 $1358.00 16/7-22/7	$360.95	
CR005490	19/07/2018	23/7 $1358.00 16/7-22/7	$174.80	
CR005490	19/07/2018	23/7 $1358.00 16/7-22/7	$225.40	
CR005491	20/07/2018	23/7 $1358.00 16/7-22/7	$176.45	
CR005491	20/07/2018	23/7 $1358.00 16/7-22/7	$187.75	
CR005492	21/07/2018	23/7 $1358.00 16/7-22/7	$73.85	
CR005492	21/07/2018	23/7 $1358.00 16/7-22/7	$99.90	
CR005493	22/07/2018	23/7 $1358.00 16/7-22/7	$260.30	
CR005493	22/07/2018	23/7 $1358.00 16/7-22/7	$106.95	
CR005486	23/07/2018	Reduction of Floats	$550.00	
CR005494	23/07/2018	30/7 $938.05 23/7-29/7	$179.75	
CR005494	23/07/2018	30/7 $938.05 23/7-29/7	$110.40	
CR005495	24/07/2018	30/7 $938.05 23/7-29/7	$100.40	
CR005496	25/07/2018	30/7 $938.05 23/7-29/7	$105.00	
CR005496	25/07/2018	30/7 $938.05 23/7-29/7	$16.00	
CR005497	26/07/2018	30/7 $938.05 23/7-29/7	$60.00	
CR005497	26/07/2018	30/7 $938.05 23/7-29/7	$16.00	

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
ABN: 36 558 776 958
Email: aof@colourcity.com

Reconciliation Report

ID No.	Date	Memo/Payee	Deposit	Withdrawal
CR005498	27/07/2018	30/7 $938.05 23/7-29/7	$141.80	
CR005498	27/07/2018	30/7 $938.05 23/7-29/7	$101.35	
CR005499	28/07/2018	30/7 $938.05 23/7-29/7	$192.70	
CR005499	28/07/2018	30/7 $938.05 23/7-29/7	$79.35	
CR005500	29/07/2018	30/7 $938.05 23/7-29/7	$227.75	
CR005500	29/07/2018	30/7 $938.05 23/7-29/7	$87.40	
CR005501	30/07/2018	Cash on Hand	$50.00	
CR005502	31/07/2018	First Choice Union	$0.18	
CR005503	31/07/2018	Banking	$16.00	
		Total:	$13,610.08	$0.00

Outstanding Deposits

CR005503	31/07/2018	Banking	$16.00	
		Total:	$16.00	$0.00

Reconciliation:

AccountRight Balance On 30/06/2018:	$22,402.67
Add: Outstanding Cheques:	$0.00
SubTotal:	$22,402.67
Deduct: Outstanding Deposits:	$16.00
Expected Balance On Statement:	$22,386.67

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
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Profit & Loss Statement

July 2018

Income			
Entry Fees			
General	$4,628.61		
Schools	$94.55		
Total Entry Fees		$4,723.16	
Gifts & Grants - Operations			
Funds from Work for the Dole	$2,618.18		
Other - GST	$454.55		
Other - No GST	$108.81		
Total Gifts & Grants - Operations		$3,181.54	
Membership fees			
AOFM Association	$99.99		
Businesses	$200.00		
Friends of Fossils	$145.45		
Total Membership fees		$445.44	
Miscellaneous Income			
Interest - Banks	$0.18		
Cost Reimb - CCI & Show Trust	$180.00		
Total Miscellaneous Income		$180.18	
Inventory Sales			
Food	$34.56		
Souvenirs - GST	$4,444.36		
Total Inventory Sales		$4,478.92	
Total Income			$13,009.24
Cost Of Sales			
Inventory - Cost of Sales			
Purchases - Souvenirs	$4,316.19		
Total Inventory - Cost of Sales		$4,316.19	
Gross Profit			$8,693.05
Expenses			
Advisory Services		$540.46	
Administration			
Bank Charges - Merchant Fees	$66.80		
Cash overs & unders	-$1.80		
Computer Expenses	$1,983.28		
Employment - Salaries	$2,235.57		
Employment - Superannuation	$212.38		
Office Supplies	$89.63		
Photocopier rental	$496.23		
Telephone & Internet Services	$261.79		
Utilities - Elect, Gas & Water	$2,336.18		
Total Administration		$7,680.06	
Buildings, Grounds & Equipment			
General Maintenance	$240.92		
Total Buildings, Grounds & Equipment		$240.92	
Marketing & Promotion			
Postage	$316.14		
Total Marketing & Promotion		$316.14	
Total Expenses			$8,777.58

This report includes Year-End Adjustments.

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Age of Fishes Museum
Gaskill Street
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Profit & Loss Statement

July 2018

Operating Profit	-$84.53
Total Other Expenses	$0.00
Net Profit/(Loss)	-$84.53

This report includes Year-End Adjustments.

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
ABN: 36 558 776 958
Email: aof@colourcity.com

Balance Sheet

As of July 2018

Assets			
Current Assets			
Cheque Account		$278.88	
Cash Drawer		$1,000.00	
Cash on Hand		$200.00	
FCCU On Call Sav #41019589		$22,402.67	
Term Deposit - FCCU #49903473		$38,746.38	
Trade Debtors		$3,924.00	
Shop Inventory - Purchased		$13,212.91	
Shop Inventory - Consignment		$1,909.09	
Total Current Assets			$81,673.93
Non-current Assets			
Buildings, at cost		$115,917.79	
Equipment & Fittings, at cost		$124,086.64	
Equip & Fittngs - Accum Depn		-$103,085.00	
Total Non-current Assets			$136,919.43
Total Assets			$218,593.36
Liabilities			
Current Liabilities			
Consignment Creditors		$1,909.09	
Prov. for unexpended grants		$44,376.05	
Prov for Employee entitlements		$2,077.00	
Payroll Deductions Payable		$86.00	
Superannuation clearing		$212.38	
GST Liabilities			
GST Collected	$995.23		
GST Paid	-$1,059.20		
Total GST Liabilities		-$63.97	
BAS Payment/Receipt clearing		$0.82	
Total Current Liabilities			$48,597.37
Total Liabilities			$48,597.37
Net Assets			$169,995.99
Equity			
Retained Surplus			$170,080.52
Current Year Surplus			-$84.53
Total Equity			$169,995.99

This report includes Year-End Adjustments.

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
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Email: aof@colourcity.com

Profit & Loss [Last Year Analysis]

July 2017 To June 2018

	This Year	Last Year	$ Difference	% Difference
Income				
Entry Fees				
General	$44,469.12	$43,033.23	$1,435.89	3.3%
Tours	$7,147.29	$3,950.92	$3,196.37	80.9%
Schools	$4,279.10	$1,513.66	$2,765.44	182.7%
Take Away Fish Exhibiting	$0.00	$136.36	-$136.36	(100.0)%
Total Entry Fees	$55,895.51	$48,634.17	$7,261.34	14.9%
Gifts & Grants - Operations				
Cabonne Council	$1,142.00	$3,670.00	-$2,528.00	(68.9)%
Funds from Work for the Dole	$2,090.92	$0.00	$2,090.92	NA
Other - GST	$118.18	$0.00	$118.18	NA
Other - No GST	$8,836.28	$5,634.49	$3,201.79	56.8%
GVEHO [Environment Grant]	$0.00	$2.00	-$2.00	(100.0)%
Total Gifts & Grants - Operations	$12,187.38	$9,306.49	$2,880.89	31.0%
Gifts & Grants - Capital Works				
Cabonne Council	$179.08	$106.92	$72.16	67.5%
FRRR Deck	$0.00	$16,118.00	-$16,118.00	(100.0)%
Total Gifts & Grants - Capital Works	$179.08	$16,224.92	-$16,045.84	(98.9)%
Membership fees				
AOFM Association	$418.19	$1,281.81	-$863.62	(67.4)%
Businesses	$2,400.00	$0.00	$2,400.00	NA
Friends of Fossils	$1,613.64	$3,092.70	-$1,479.06	(47.8)%
Kids Club Membership	$220.00	$150.00	$70.00	46.7%
Total Membership fees	$4,651.83	$4,524.51	$127.32	2.8%
Miscellaneous Income				
Misc	$0.45	$0.00	$0.45	NA
Catering - Tours	$959.77	$2,090.15	-$1,130.38	(54.1)%
Booking Fees	$0.00	$15.00	-$15.00	(100.0)%
Interest - Fixed Term Deposits	$992.84	$574.12	$418.72	72.9%
Interest - Banks	$0.98	$8.79	-$7.81	(88.9)%
Commission Earned	$174.95	$0.00	$174.95	NA
Cost Reimb - CCI & Show Trust	$20.00	$1,468.80	-$1,448.80	(98.6)%
Cost Reimb - CFM Baroquefest	$0.00	$918.50	-$918.50	(100.0)%
Total Miscellaneous Income	$2,148.99	$5,075.36	-$2,926.37	(57.7)%
Inventory Sales				
Food	$705.72	$798.90	-$93.18	(11.7)%
Souvenirs - GST	$36,981.80	$33,595.91	$3,385.89	10.1%
Total Inventory Sales	$37,687.52	$34,394.81	$3,292.71	9.6%
Consignment				
Consignment Commissions GST	$373.59	$1,947.96	-$1,574.37	(80.8)%
Consignment income GST Free	$510.00	$0.00	$510.00	NA
Total Consignment	$883.59	$1,947.96	-$1,064.37	(54.6)%
Total Income	$113,633.90	$120,108.22	-$6,474.32	(5.4)%
Cost Of Sales				
Inventory - Cost of Sales				
Opening inventory (positive)	$5,054.27	$16,521.24	-$11,466.97	(69.4)%
Closing Inventory (negative)	-$13,212.91	-$5,054.27	-$8,158.64	(161.4)%
Purchases - Food	$103.90	$0.00	$103.90	NA
Purchases - Souvenirs	$15,640.98	$19,971.52	-$4,330.54	(21.7)%
Total Inventory - Cost of Sales	$7,586.24	$31,438.49	-$23,852.25	(75.9)%

This report includes Year-End Adjustments.

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
ABN: 36 558 776 958
Email: aof@colourcity.com

Profit & Loss [Last Year Analysis]

July 2017 To June 2018

	This Year	Last Year	$ Difference	% Difference
Consignment - Cost of Sales				
Consignment Souvenirs	$1,047.50	$0.00	$1,047.50	NA
Total Consignment - Cost of Sales	$1,047.50	$0.00	$1,047.50	NA
Gross Profit	$105,000.16	$88,669.73	$16,330.43	18.4%
Expenses				
Advisory Services	$3,619.12	$88.00	$3,531.12	4,012.6%
Administration				
Audit fees	$1,010.00	$490.00	$520.00	106.1%
Bank Charges - Ordinary	$10.00	$0.00	$10.00	NA
Bank Charges - Merchant Fees	$1,002.91	$1,126.26	-$123.35	(11.0)%
Cash overs & unders	-$55.51	-$310.64	$255.13	82.1%
Computer Expenses	$1,182.95	$1,347.77	-$164.82	(12.2)%
Depreciation	$1,909.00	$1,909.00	$0.00	0.0%
Donations	$58.00	$0.00	$58.00	NA
Employment - Amenities	$458.64	$0.00	$458.64	NA
Employment - Salaries	$29,998.74	$35,836.98	-$5,838.24	(16.3)%
Employment - Superannuation	$2,590.48	$3,260.63	-$670.15	(20.6)%
Employment - other entitlement	$369.43	$0.00	$369.43	NA
Employment - Training	$0.00	$72.73	-$72.73	(100.0)%
Employment - Travelling	$0.00	$60.00	-$60.00	(100.0)%
Employment - Uniforms	$127.54	$0.00	$127.54	NA
Function Staff & Volunteers	$1,181.37	$1,260.00	-$78.63	(6.2)%
Insurance	$1,996.30	$611.87	$1,384.43	226.3%
Legal Fees	$236.00	$71.00	$165.00	232.4%
Office Supplies	$832.55	$3,108.25	-$2,275.70	(73.2)%
Photocopier rental	$4,613.92	$3,321.83	$1,292.09	38.9%
Rates & Taxes	$3,564.17	$1,094.43	$2,469.74	225.7%
Rego Trailer	$291.18	$356.18	-$65.00	(18.2)%
Licences	$299.00	$0.00	$299.00	NA
Subscriptions	$70.00	$0.00	$70.00	NA
Telephone & Internet Services	$4,050.96	$3,827.65	$223.31	5.8%
Utilities - Elect, Gas & Water	$12,289.87	$10,288.74	$2,001.13	19.4%
Total Administration	$68,087.50	$67,732.68	$354.82	0.5%
Buildings, Grounds & Equipment				
General Maintenance	$2,720.73	$2,496.03	$224.70	9.0%
Accousti-guide	$600.00	$600.00	$0.00	0.0%
Deck	$0.00	$16,118.18	-$16,118.18	(100.0)%
Total Buildings, Grounds & Equipment	$3,320.73	$19,214.21	-$15,893.48	(82.7)%
Marketing & Promotion				
General Marketing & Promotion	$45.45	$4,953.79	-$4,908.34	(99.1)%
Fundraising	$0.00	$4.54	-$4.54	(100.0)%
Packaging	$237.00	$0.00	$237.00	NA
Postage	$765.82	$1,018.00	-$252.18	(24.8)%
Canowindra Brochure	$224.55	$0.00	$224.55	NA
Catering	$688.80	$2,015.41	-$1,326.61	(65.8)%
Total Marketing & Promotion	$1,961.62	$7,991.74	-$6,030.12	(75.5)%
Memberships/subscriptions	$0.00	$498.98	-$498.98	(100.0)%
Total Expenses	$76,988.97	$95,525.61	-$18,536.64	(19.4)%

This report includes Year-End Adjustments.

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Age of Fishes Museum
Gaskill Street
Canowindra NSW 2804
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Profit & Loss [Last Year Analysis]

July 2017 To June 2018

	This Year	Last Year	$ Difference	% Difference
Operating Profit	$28,011.19	-$6,855.88	$34,867.07	508.6%
Total Other Expenses	$0.00	$0.00	$0.00	NA
Net Profit/(Loss)	$28,011.19	-$6,855.88	$34,867.07	508.6%

This report includes Year-End Adjustments.

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Age of Fishes Museum
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Balance Sheet [Last Year Analysis]

June 2018

	This Year	Last Year	$ Difference	% Difference
Assets				
Current Assets				
Cheque Account	$278.88	$17,846.94	-$17,568.06	(98.4)%
Cash Drawer	$1,600.00	$1,600.00	$0.00	0.0%
Cash on Hand	$200.00	$200.00	$0.00	0.0%
FCCU On Call Sav #41019589	$26,216.60	$690.50	$25,526.10	3,696.8%
Term Deposit - FCCU #49903473	$38,746.38	$37,753.54	$992.84	2.6%
Trade Debtors	$1,380.00	$160.00	$1,220.00	762.5%
Shop Inventory - Purchased	$13,212.91	$5,054.27	$8,158.64	161.4%
Shop Inventory - Consignment	$1,909.09	$2,525.00	-$615.91	(24.4)%
Total Current Assets	$83,543.86	$65,830.25	$17,713.61	26.9%
Non-current Assets				
Buildings, at cost	$115,917.79	$115,917.79	$0.00	0.0%
Equipment & Fittings, at cost	$124,086.64	$124,086.64	$0.00	0.0%
Equip & Fittngs - Accum Depn	-$103,085.00	-$101,176.00	-$1,909.00	(1.9)%
Total Non-current Assets	$136,919.43	$138,828.43	-$1,909.00	(1.4)%
Total Assets	$220,463.29	$204,658.68	$15,804.61	7.7%
Liabilities				
Current Liabilities				
Consignment Creditors	$1,909.09	$3,147.50	-$1,238.41	(39.3)%
Accrued Charges	$0.00	$1,915.09	-$1,915.09	(100.0)%
Prov. for unexpended grants	$44,376.05	$47,706.05	-$3,330.00	(7.0)%
Prov for Employee entitlements	$2,077.00	$1,707.57	$369.43	21.6%
Payroll Deductions Payable	$318.00	$0.00	$318.00	NA
Superannuation clearing	$0.00	$1,455.74	-$1,455.74	(100.0)%
GST Liabilities				
GST Collected	$3,136.14	$2,503.00	$633.14	25.3%
GST Paid	-$1,434.33	-$2,569.42	$1,135.09	44.2%
Total GST Liabilities	$1,701.81	-$66.42	$1768.23	2,662.2%
BAS Payment/Receipt clearing	$0.82	$0.82	$0.00	0.0%
Total Current Liabilities	$50,382.77	$55,866.35	-$5,483.58	(9.8)%
Receipts for third parties				
CCI Booking Fee	$0.00	$1,283.00	-$1,283.00	(100.0)%
Canowindra Brochure	$0.00	$5,440.00	-$5,440.00	(100.0)%
Total Liabilities	$50,382.77	$62,589.35	-$12,206.58	(19.5)%
Net Assets	$170,080.52	$142,069.33	$28,011.19	19.7%
Equity				
Retained Surplus	$142,069.33	$148,925.21	-$6,855.88	(4.6)%
Current Year Surplus	$28,011.19	-$6,855.88	$34,867.07	508.6%
Total Equity	$170,080.52	$142,069.33	$28,011.19	19.7%

This report includes Year-End Adjustments.

Page 1 of 1

ENGINEERING EXPENDITURE and PROJECTS FOR 2018/2019		
AUGUST REPORT	**BUDGET**	**ACTUAL**
Administration	**$3,999,740**	
Plant Fund	**$3,358,440**	$0
Administration Capital Works/Projects		
Training Room - Fit Out	$69,000	$0
Replace Printer / Copier Fleet - Includes 16 Small Printers, 5 Large Multifunction Devices	$198,375	$0
Modelling Software for Rates, Water and Sewer	$23,000	$0
Large Format Printer Scanner for Cudal Office	$17,250	$0
Cudal Office - Refurbishment of Existing Toilets	$18,625	$0
Canowindra Depot - Repair and Replace Electronic Roller Doors Controller	$13,800	$0
Molong Office - Timber Repairs, Internal Painting and Replacement of Carpet	$172,500	$0
Overhead Cranes	$100,000	$0
Upgrade Electrical Switchboard at Molong Workshop	$28,750	$0
Public Order & Safety	**$17,250**	
New Animal Shelter	$17,250	$0
Environment	**$2,761,355**	
Fabrication of 3 9M3 Skip Bins for Waste Recycling	$19,780	$0

Voluntary Purchase - 5 Betts Street, Molong	$300,000	$0
Molong Old Gasworks Site - Establish Car Park /Open Space Precinct	$14,950	$599
Puzzle Flat Creek Levee	$2,426,625	$0
Housing & Community Amenities	**$87,256**	
Molong Cemetery - Purchase of land for expansion of cemetery	$9,200	$0
Canowindra Cemetery - Upgrade /complete internal driveways and pathways	$57,500	$0
Additional Beams for Molong Cemetery	$13,225	$0
Beam Extensions - To fit in with new mapping & denomination design Various	$3,306	$0
Public Conveniences	**$4,025**	$0
Refurbishment of Exterior of Bank Street Toilets	$4,025	$0
Cabonne Water	**$9,497,382**	
Restart NSW Pipeline Stage 1	**$9,411,132**	$0
Purchase of Land for Cumnock Service Reservoir Construction	$9,600	$0
Project Mgt Non Cap ' Administration	$80,000	$0
Project Mgt Cap ' Administration	$250,000	$0
Survey & Develop Route	$22,187	$0
Develop Drinking Water Implementation Plan	$70,000	$0
Detail Design of Preferred Option	$5,000	$0
Land Acquisitions Licences and Easements	$150,000	$13,602

Final design Review Non Cap	$20,000	$0
Final Design Review Cap	$5,000	$0
Spec of Pipelines,Town Water Reservoir & Pumpstation	$10,000	$0
Tender of Reticulation Construction	$5,000	$0
Award of Reticulation works in Cumnock & Yeoval	$5,000	$0
Construct Retic Works Cumnock & Yeoval	$1,384,131	$0
Construct Stage 1 - Orange to Molong	$40,000	$0
Commissioning Stage 1	$5,000	$0
Construction of Stage 2 - Molong to Cumnock and Yeoval	$7,350,214	$2,201,605
Water Capital Works & Projects		
Water Assets - 30.8cfm Air compressor at Molong Treatment plant	$86,250	$0
Small Town Sewer	**$129,000**	
Small Town Sewer Management Expenses	**$129,000**	$0
Cabonne Sewer	**$91,000**	
Sewer Management Expenses	**$91,000**	$0
No Work Order	$91,000	$0
Recreation & Culture	**$2,238,000**	
Swimming Pools		

Canowindra Pool - Expansion Joints further work required	$57,500	$0
Sporting Grounds		
Molong Rec Ground - Underground Irrigation of Sports Field	$80,500	$0
VEP (Village Enhancement Program)	**$1,504,680**	$69,007
Stronger Country Communities Fund	**$2,100,000**	$0
Shared Mobility Access Pathway – Mullion Creek (Bevan Road to Long Point Road)	$115,750	$0
Shared Mobility Access Pathway – Manildra (Showground to Park St)	$90,563	$0
Shared Mobility Access Pathway – Cudal (Toogong Street – Wall St to Cargo St.)	$64,975	$0
Transport & Communication	**$11,184,484**	
LOCAL ROADS		
R2R – Belgravia Road Stage 3	$453,701	$113,974
R2R – Icely Road	$585,880	$129,197
Resources for Regional Project – Four Mile Creek Road	$1,407,445	$0
Urban Reseal - 18/19 Projects To Be Determined	$342,610	$0
Rural Reseal - 18/19 Projects To Be Determined	$1,132,832	$0
Heavy Patching - 18/19 Projects To Be Determined	$1,059,000	$0
Gravel Resheeting Local Roads - 18/19 Projects To Be Determined	$945,610	$0
Gravel Resheeting Local Roads 18/19 Projects To Be Determined	$32,958	$0
Spring Hill Road - Extend Seal to Blayney Council Boundary	$75,000	$2,496

Local Road Construction - South Bowan Park Road - Replace Timber Culvert	$180,000	$0
Local Road Construction - Paling Yards Loop Road - Replace Timber culvert	$200,000	$0
Local Road Construction - Byng Road External Seal 1 km	$100,000	$0
Local Roads Construction - Woods Lane, Nashdale - External Seal 600 mts	$55,000	$0
Local Roads Construction - Dry Creek Road - External Seal 1 km	$100,000	$0
Local Roads Construction - Lower Lewis Ponds - External Seal 1 km	$100,000	$0
Local Roads Construction - Emu Swamp Road - External Seal 1 km	$100,000	$0
Local Roads Construction – Washpen Bridge Approaches Seal, Gundong Road	$130,000	$149,192
REGIONAL ROADS	**$5,149,029**	$0
Regional Road - Heavy Patch Capital from Mtce Budget	$683,541	$0
REPAIR Program (50/50 funded with RMS Project to be finalised)	$800,000	$0
Fixing Country Roads - Banjo Paterson Way Widening Project (Four Stages)	$4,465,488	$0
Stage 1 – Norah Lane to “The Boot”	TBA	$0
Stage 2 – Burgoon Lane 5.5km towards Cumnock	TBA	$8,499
Stage 3 – Near Murrays Bridge	TBA	$0
Stage 4 – Old Yullundry Road to Hanover Creek Bridge	TBA	$0
Gasworks Lane Molong Car Park	$75,000	$0
STATE ROADS		
State Roads - Maintenance	$515,000	$

State Roads – Construction. 18/19 Projects To Be Determined	TBA	$0

LOCAL ROADS

Council's Local Roads Gravel Resheeting, urban and rural reseals are yet to be determined.

Grading has been undertaken in Baldry Road, Bocobra Road, Strathmore Lane, Pinecliffe Road, Garra Cemetery Road, Rubydale Lane, Norah Creek Road, Hunter Caldwell Road, Burgoon Lane, Bicton Lane, Yoorooga Road, Goodrich Road, Larras Lee Road, Coles Road, Fairview Road, Pecks Road, Windus Road, Barretts Road, Colemans Road, Greenbah Creek Road, Sussex Lane, Toogong Road, Battys Lane, Cranbury Road, Burdett Road, Boneys Rock Lane, Trajere Road, Meadowbank Rod, Jacksons Road, Barnes Lane, Tantallon Road, Keers Creek Road, Kangaroobie Lane, Culverson Road, Clergate Road, emu Swamp Road, Gazzard Road, Livermores Lane, Mills Road, Rosamel Lane.

Roads To Recovery

Belgravia Road Stage 3

The 1.5km section from North Strathmore Lane towards Molong is now sealed, 16 August 2018. The final 1.6km of the construction works has now commenced, from Strathmore Lane south to the Bell River. Tree vegetation has been completed on these two sections of Belgravia Road.

Icely Road

Council has commenced works on the 4km section of Icely Road, and the first 1.8km from Selection Road to White Rocks Road will be sealed 22 August, 2018. Tree vegetation has been completed.

Washpen Bridge Approaches

The Washpen Bridge Approaches commenced on the 2 July and were sealed on the 18 July, 2018. This project is now completed, and Gundong Road is now a sealed road.

REGIONAL ROADS

Banjo Patterson Way – Fixing Country Roads Project

The Fixing Country Roads funded project on Banjo Patterson Way is in four stages, between Molong and Yeoval.

Stage 2 has commenced in the first instance, a 5.5km section from Burgoon Lane towards Cumnock. These works are being undertaken by Council and started in mid July, after the sealing of Washpen Bridge Approaches.

BRIDGES

Hillan's Creek Bridge is now completed, on Eurimbla Road Cumnock with the official opening taking place on the 15 August, 2018.

SHARED MOBILITY ACCESS PATHWAYS

Council was successful in funding for Shared Mobility Access Pathways, under the Stronger Country Communities Funding. The shared pathway and pram ramps at Mullion Creek is practically completed, from Bevan Road to Long Point Road. It will be completed at the end of August. Works will commence early September, on the shared pathway in Manildra – from the showground to Park Street.

CENTRAL TABLELANDS WATER SECURITY FOR THE REGIONS – ORANGE TO MOLONG PIPELINE PROJECT STAGE 1

- The design and construction Ammerdown (Orange) to Molong Creek Dam Pipeline and associated break tank have been completed.
- The design of Molong to Cumnock and Yeoval pipeline has been completed.
- Approximately 46 km of pipeline have been laid, commencing from Molong and progressing towards Cumnock and Yeoval villages. The construction of the Molong Gidley Street pump station building and the Cumnock and Yeoval chlorine dosing buildings are in progress.

NOXIOUS WEEDS DEPARTMENT

Work carried out since the last report.

Dry weather has continued which means very little growth in the Central West area.

Work is currently underway on grasses controlling Serrated Tussock, African Love Grass And Chilean Needle Grass.

Where Century plant control was undertaken, results are slow but appear to be working. Council will wait a little longer for conclusive results before conducting more control work on this plant.

PROJECTS UPDATE

The current status of the main projects are as follows:

1. **Age of Fishes Museum Storage Facility**
   - Completed
2. **HACC Building - Awning**
   - Completed
3. **Orana House**
   - Construction is in progress
4. **Molong Truck Wash**
   - Design Consultant has been engaged and the concept design is in progress
5. **Banjo Paterson Way Widening and Four Mile Creek Road**
   - Monthly progress reporting
6. **Pipeline – Molong to Cumnock and Yeoval**
   - Construction is in progress
7. **Molong Sewer Pump Station**
   - Tender has been readvertised
8. **Molong Library**
   - Engineering design is in progress
9. **Management of Canowindra Swimming Pool**
   - Contractor has been engaged
10. **Supply and installation of guardrail and wire rope safety fencing in the Cabonne Council LGA**
    - Tenders have been called

URBAN SERVICES AND UTILITIES SECTION UPDATE

- Fluoride dosing unit has been commissioned internally awaiting external sign off.
- Tree planting program is ongoing (plantings recently in Cumnock.)
- Upper Bank St garden beds completed.
- Water main breaks completed as required.
- New private water and sewer connections completed as required.
- Sewer main breaks and chokes completed as required.
- Hydrant inspection program completed.
- Sheps garden corner project completed.
- E-one units repaired and replaced as required.
- Tree pruning works completed as required.
- Leaf removal works completed as required.
- Major cleaning works on amenities buildings completed.
- Hall maintenance works completed as required.
- Manildra garden bed works near the pool nearing completion.
- Cargo garden bed completed.
- Project scoping, quotation and ordering has commenced into a number of projects identified in the recently allocated VEP works.

- Thistle Street sewerage pump station retendered.
- Effluent testing for all sites in Cabonne completed.

Cabonne Shire Council Heritage Advisory Service

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Heritage

Cabonne Shire Council
Via email
Attn: Ms. Heather Nicholls
Chris Eldred, Jann Ferguson and Accounts

REPORT: August 2018 ***Visit: 13/08/2018***

1.0 Information provided to the Heritage Advisor

1.1 Heritage Advisor appointments–

- 1.1.1 Heritage Committee Meeting – Agenda
- 1.1.2 The Gamboola Woolshed: TBC future meeting by Bob Sullivan & Site owner
- 1.1.3 Fairbridge farm – fire damage
- 1.1.4 Royal Hotel in Gaskill Street, Canowindra for John Watson
- 1.1.5 62 Gaskill Street for David Bigg and Clock
- 1.1.6 Surveyors Tree at Baldry Road, Cumnock
- 1.1.7 DA for RFS shed at Baldry

The next visit: September 3rd

2.0 Follow Up required

- *Gumble Hall*
- *Canowindra Railway Precinct – Master Plan completed for JHG-CRN: David Ward*
- *Canowindra Museum Master Plan – Ross Cleary*
- *Villages of the Heart: Reporting strategy for Cabonne Council*
- Eugowra Fat Lamb Hotel – reconstruction
- Quinn's Stables – part demolition
- Cabonne Museums - Master Plan and Programme and Grant application support
- 46 Bank Street, Molong
- The Yarn Market and Cobb & Co buildings

The following notes apply to site visits and requests for advice - The intention is that the notes are passed to the Property Owner/Enquirer/DA Applicant:

Cabonne Shire Council Heritage Advisory Service

1. Fairbridge Farm – bulk of building destroyed by fire

A recent fire during July destroyed the primary timber built form of the main central building. The Cabonne LEP provides the following listing under Schedule 5:

Molong	Fairbridge Farm precinct	44 Amaroo Road	Lot 6, DP 247214	Local	I160

The Heritage database provided by Council provides the following details for the sites located within the Fairbridge precinct:

Physical description:
*The central complex included approx 12 cottages, **central mess and assembly hall**; the superintendent's 2 storey house, chapel (demolished & relocated).*
Extensive landscaped grounds with exotic and native examples.
Farm buildings included: Workshop and store room, poultry sheds, slaughter house, woolshed and yards, dairy, piggery, stables, garden sheds and airstrip.

Note that the **central mess and assembly hall** is the structure which has had the timber elements destroyed in the recent fire. Note that the substantial brick chimneys appear to remain standing.

Statement of heritage significance:
One of three such farms established in Australia, and the only one in NSW, by Dr. Kingsley Fairbridge, for the reception and accommodation of child migrants from the UK. The surviving fabric and layout of the complex demonstrates the Fairbridge approach to child migration and welfare.

Fairbridge Farm School, near Molong. Offers a different welfare history. Founded in 1938 by the society established by Kinsley Fairbridge,(188501924), the school provided a home and school for approximately 1000 boys and girls from Britain and elsewhere in Australia. The children were taught farming and domestic skills, with the intention that on adulthood they would take up careers on the land.

Fairbridge closed in 1973. The school was part of a wider programme to populate Australia with good British stock. Other Fairbridge Farm schools operated elsewhere in Australia and Canada, In the context of Australia's welfare, Fairbridge at Molong is a site of both local and state significance.



A 'zoom view' from the road verge of the structure remaining. Note the three brick chimneys which remain.

Cabonne Shire Council Heritage Advisory Service



A general view from the road of the remnant site.



Image in the heritage Inventory – the subject building which has been destroyed.

Cabonne Shire Council Heritage Advisory Service

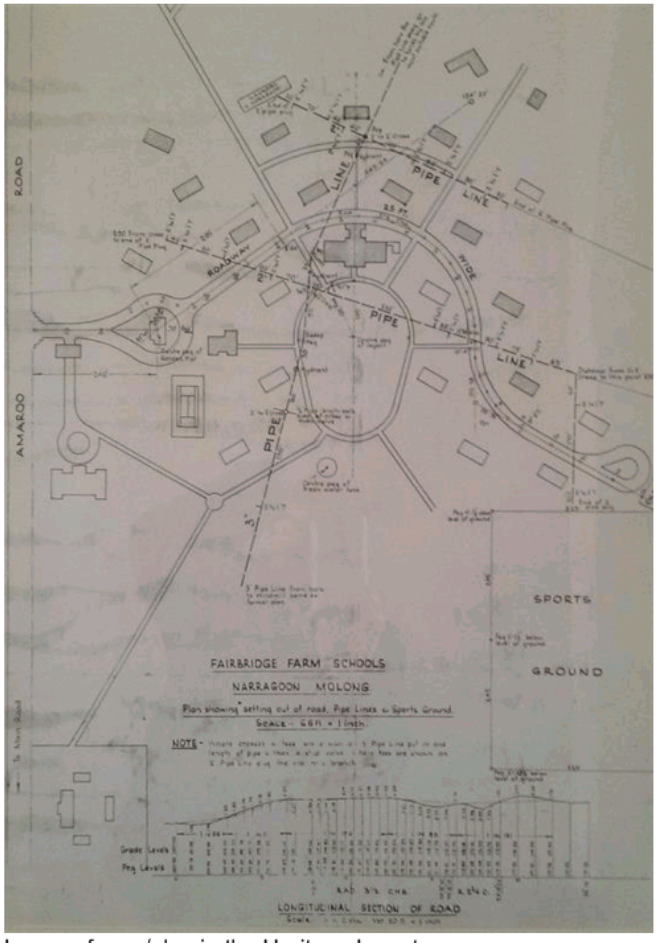


Image of map/plan in the Heritage Inventory

Comments

- The loss of the structure is substantial given the building was the largest structure on the site. The condition was known to be poor based on site visits during the last 5 years.
- The site is known to be very highly valued by the 'Fairbridgeans' who attended the site
- There may be elements of the site which are sufficiently sound to warrant conservation and retention – the chimneys for example. This would need to be determined by an engineer skilled and experienced with such retention works.

Recommendations

- Contact the site owner to arrange a site visit to review the significance of the remains with a view to reporting on options to advise the owner;
- While the site is nominally secured by a perimeter fence, time is valued as decay and vandalism may affect any remaining significant relics hence early action is advised;
- Council is aware of the potential safety aspects related to the site and therefore a timely approach is warranted. Despite the fire damage, the site remains heritage listed and no demolition is advised without appropriate advice ;
- Discuss and report to the owner on their responsibilities and ways and means of achieving appropriate results;
- With a dialogue established, consult with the community where there is an interest – Molong & district Historical Society and the 'Fairbridgeans'

Cabonne Shire Council Heritage Advisory Service

2. The Royal Hotel in Gaskill Street, Canowindra

Hotel owner: John Watson

Contacts: John, Heather, Chris, Kate and Engineering (Cudal)

Significance:

- The site is listed on the Cabonne LEP as a heritage item

The purpose of the following information is to inform and assist the owner with the reinstatement and associated works. The works would be eligible for support from the local heritage fund via an Application.

Significance
A traditional LEP heritage listed building in the Gaskill Street Conservation Area

Proposal
The discussion indicated that John would be pleased to work on the project. The hotel trades nominally at the end of the week and hence funds are limited and assistance from Council would be welcome.

The corner cast iron post has been damaged in a collision and reinstatement is warranted. The former ceramic tiles to the dado wall area have been removed resulting in substantial damage to the original brickwork. Reinstatement of a suitable finish is recommended. A suitable finish could be painted render or ceramic tiles. The Heritage advisor can advise on the options.



Andrew Peverell from the Wagga Foundry on Tel. 02 6921 3387 can fabricate a steel column to match. Council will assist with advice and funding on application.

Cabonne Shire Council Heritage Advisory Service



View showing the precise fracture.

The existing column should be replaced with a suitable Acrow prop and the original delivered to the Wagga Foundry where they will make a replica.

Council's Heritage Advisor would recommend a grant under the local heritage assistance fund towards the project.

The next steps:

- Obtain quotes for the following scope or as revised to suit the business
- Complete a heritage assistance grant application
- Review consent process with Council
- Tender and appoint a suitable experienced Contractor
- Review any changes with Council during the works
- Arrange for pre-completion inspection

Summary scope of works

- Review with Council the consents required for the restoration and the OH&S measures for protection at the road and footpath level
- Inspect all the materials and details prior to confirming the scope
- Prop line and level the structure
- Remove damaged elements including the affected column
- Remove former steel angles and associated former repairs to posts and beams
- Replace rotted timber with new timber sections or spliced elements as appropriate
- Repair/replace any damaged floorboards.
- Reinstate the render and ceramic tile finish to the dado area of the ground level
- Generally prepare and paint the verandah elements
- Arrange with Council for cast bronze plaque.

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Streetscape view
The objective is to restore the significant elements of the verandah and Elevations visible from Gaskill Street. While the banner Tooheys signs are bold and striking, they detract from the significance and should be replaced with less invasive signs and restored balustrading.



The loss of the tiles reflects poorly on the business given the appearance. Restoration of the area is recommended to reinstate an appropriate material, finish, colour and detail. A review of photos is recommended. Generally the options include ceramic tiling or render.

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Summary

- Additional damage has recently caused the Tooheys metal graphic advertising panels to blow off the verandah balustrading into the street. John intends to ensure the elements are safe and to ask Tooheys to remove the remaining elements given the fixings are similar and therefore likely to present a similar risk. These blue panels have no heritage value, were erected without planning consent and so Council support their removal.
- John will the review the balustrade and verandah and prepare conservation plan with budgets;
- These budgets should then from an application to council for local heritage fund assistance. As John is an experienced building contractor, a suitable scenario would to stage the works over a number of years. A sequence of grants could be budgeted for by both parties. The Heritage Advisor would assist with design and material issues based on a like for like basis
- The building base has been reviewed previously on a number of occasions. The strategy could be a rendered base or a tiled base with the solution based on the use of early photos.
- Colour advice can be developed at the appropriate time.
- The site entry from the presents a range of issues given vehicle damage to the verandah post and the gate post. The advice of the Council engineers is sought on solutions in the heritage context.
    - As the site is used for filming and the integrity is good, steel bollards and concrete blisters are not the preferred solutions
    - The outer issue in the road zone:

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View of the site entry noting the proximity of the cast iron post on the left and the timber post on the Pharmacy on the right.

Options to review:

- Replace the existing white painted invert curbs with new transitions a nominal 600mm closer so as to narrow the entry width centred on the drive;
- Replace/relocate the two steel entry posts closer together;
- Paint blister areas on the road surface to indicate the turning zones;
- Paint parking bay lines on the road surface to ensure appropriate bays sufficient for access.
- Limit the direction of traffic in and out of the yard. Options – no access in or out unless supervised through the use of a gate, access out only.



A live typical access with a larger than standard vehicle.

Cabonne Shire Council Heritage Advisory Service



A typical situation arises with vehicles in the position shown above, reverse back into the cast iron column due to the scale of the unmarked parking.



The damaged gate post and gate.

Cabonne Shire Council Heritage Advisory Service

3. 62 Gaskill Street, Canowindra

Contact: David Bigg
Heather, Chris and Kate



David is seeking advice on installing a traditional clock on the building face.
The cabling would be run internally from the ceiling space up the inside face of the front wall and then out via hole drilled in the brickwork to access the wall unit.

The proposal is for decorative purposes and to assist the community who may be attracted to the idea of visual timekeeping in the streetscape.

There is no evidence of a clock being mounted on the building and so the clock would not meet the criteria for heritage funding, however the Heritage Advisor sees no problem with an appropriate installation.

Clocks were once much more common in the public sphere and have declined with watches and phones being universal.

The makers/suppliers of traditional clocks include Bairnsdale Clocks - and Tower Clocks of Wyong – sales@electrictime.com and available from david@bairnsdaleclocks.com.au and 0351526962

The least expensive unit would be a face fixed round unit while a dual face 2 dial bracket unit would also be appropriate.

As a general comment, the pink primer colour on the timber shopfront is out of keeping with the colours on the building. A couple of alternatives would be an off white paint to match the business lettering or a dark blue/brown match the brick colour. The rust damage on the awning is noted. Council would be pleased to assist with support funding to repair and paint the elements which require painting.

David Scobie
Heritage Advisor to Cabonne Council

Cabonne Shire Council Heritage Advisory Service

4. The Surveyors Tree at Baldry Road, Cumnock

Attention: Heather and Kate

The remnant tree has been removed from an original site and transferred to the current location. A discussion is required to appreciate the circumstances.

Generally similar works are often carried out in efforts to preserve an object of heritage value under threat while seeking to better interpret its significance for the community and passing traffic. An assumption about vandalism and weathering often leads to demonstrable enclosures as a means of protection.

Physical description:



View from the site towards the road



Corner view away from the Showground noting entry gate and cladding elements

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View from the road



Detail view of the pinboard



Detail view of the stump base and concrete slab

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Significance: Surveyors marks are amongst the most rare and valued items in regional NSW.

They are highly valued by the community including Historical Societies and local communities such as Baldry.

The desire to retain and preserve these rare items is well understood across NSW. A number have been treated in recent times in a variety of surrounds and inclusive of conservation and security measures.

The Burra Charter is a good guide on the objectives for 'doing as little as possible to achieve the desired outcomes.

Some items for review and consideration:

- What are the origins and history of the marked tree?
- Where was the original location?
- Is the existing recent treatment considered short term or long term and if short term as preservation then what would be the best possible treatment the local community could envisage?
- What is the local evidence that an exposed tree – ie one not enclosed by steel mesh, would be the subject of damage and vandalism?
- Please review a number of examples available on the net to see what may be possible.

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5. DA for Baldry RFS Tanker shed

Significance: The Baldry Hall known as 'Eden Hall', dates from 1900 and is listed on the LEP.
Proposal: A standard three bay tanker shed is proposed on the site adjoining the hall to share the facilities and make use of the land.



The front and side elevations of the hall. The building generally retains the key characteristics of the original and modified hall. Changes include the painting of the original galvanised iron in Cream and Red.



General view of the site which adjoins the hall and where the new shed would be located.

Proposal:

- 20m wide shed facing the road frontage
- Pitched roof at a nominal 5m high (TBC) 12m deep and with gable ends
- 4 roller doors – Manor red in the front elevation
- 2 rear roller doors in the rear elevation
- 3 PA doors in Woodland Grey
- 1 x 110,000l water tank in Woodland Grey nominally 15m north of the shed
- 10m setback from front fence
- Gates to match existing
- 5m setback from western extent of the hall
- 10m setback from the proposed western boundary
- Vehicle movement pattern is inwards via the gates, left to the west around to the rear of the shed and then south into the rear doors. Exit is south in a forwards direction from the shed and out the gates.

Heritage impact Issues – a Brief Analysis

- Character

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- A pitched roof and skillion roofed supper room clad in painted sheet iron characterises the adjoining building with the alignment running away at rightangles to the street
- The character of the proposal with pitched roofing and steel cladding is generally similar to the traditional and that of the hall
- While the alignment of the proposal is different from the hall and will present a much larger street elevation than the hall, it will present a rectangular from and not a gable which would contrast with that on the hall.

- Scale and bulk
  - The height remains to be confirmed but is understood to be 5m which is similar to that of the hall. The alignment of the ridge and location will be determined by the front setback.
- Setbacks
  - 10m will place the front at half the length of the side of the hall which appears to be approx.. 2 of the awnings plus half the wall to the third. Should the front wall of the proposal align with the third awning this would ensure to a greater degree the prominence of the hall.
  - It I unclear whether the new RFS shed is parallel with the hall. The sketch appears to show that the hall is not square or the site at rightangles. It is traditional for related buildings to be at rightangles with each other.
- Details
  - The hall has no details such as eaves, window and door awnings
  - No minor items such as lights and signs are yet shown
- Materials
  - The cladding is yet to be specified however traditional custom orb is generally used on similar RFS structures and would be appropriate in this context
- Colour
  - The proposal adopts a Manor red roof and Doors to reflect the colour on the Hall and Church
  - The walls are white as this is the corporate RFS standard
  - With the walls of the Hall a softer Cream colour there is concern that the lighter white colour on the Hall could be visually dominant and not sympathetic. Alternatives would be Shale Grey and Windspray as the traditional galvanised iron colours and similar to the other adjoining sheds on the site or Classic Cream which is similar to the wall paint colour on the Hall. The potential for the Hall to be re-clad in the future was discussed on site. It is acknowledged that Surfmist is closer to Cream than the other colours
- Alternatives
  - The building at rightangles to the road to reduce the visual outline would reduce the bulk but expose the gable
  - Other colours such as Windspray

- Mitigation
  - The side setback appears to be acceptable given 5m is similar to the height and so the proportion would be appropriate provided the 5m is the distance between the two nearest elements on the buildings
  - The height should be acceptable provided it doe not exceed that of the Hall
  - The front setback should be no further forward than the rear edge of the third window awning so as to express as much of that part of the Hall as is reasonable
  - The alignment should match that of the hall – east and west walls of the RFS shed parallel to the east and west walls of the Hall
  - Tree planting was discussed as a local traditional from of screening on the basis that appropriate local sustainable species can be provided and supported in the early years
  - Size and location of signs to be reviewed and approved
  - Three lines would be recommended: one 12m long between the two buildings from the front fence back, one 25m long on the western side of the boundary

fence and one split evenly each side of the entry gates. The tree planting should include a maintenance/watering routine to ensure 'survivability'.

Conclusion:
Subject to the mitigation measures being accepted and shown the drawings, the proposal would be supported on heritage grounds.

6. Baldry Cemetery – 'Patterson Monument' conservation

Baldry Cemetery is a Council cemetery and the formal burial place for those from the region. The site includes a range of burials and monuments dating from 1892.
The main monument illustrated is worthy of conservation, given the character, association and social value.

The following condition has been brought to Council's attention by members of the Baldry community who wish to see the site and this particular monument of significance conserved so as to reduce the rate of decay.

Attention: Heather, Kristin and Kate



Side view of the plot and monument



Close view of the front – note the lean, damaged pieces at the foot-stone and the unstable apron



Damaged feature corner pieces

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The shaft – badly eroded but not damaged



Damaged elements at foot stone – investigate where these items belong. Condition of plaque.

Cabonne Shire Council Heritage Advisory Service



Apparently sound but check for panel fixing



Previous repair with the use of an unusual terra-cotta collar to conceal & protect junction – to be confirmed.

Cabonne Shire Council Heritage Advisory Service



Is discolouration and weathering affecting rate of decay? Is pink staining caused by terra-cotta elements.



Damaged perimeter surround and under-mining by rabbits.

Cabonne Shire Council Heritage Advisory Service



Damaged corner pieces, undermining by rabbits and damage to perimeter edging. Disrupted apron.



Perimeter elements, disrupted apron and fragments at footstone.

Cabonne Shire Council Heritage Advisory Service



Side view of second panel – Burley family

Recommendations

- Given the significance of the monument in Baldry, it is recommended that a comparison be made with similar monuments in Cabonne cemeteries to determine a priority order for conservation. There are no known local family connections however no detailed searches have been conducted.
- Simple conservation works with the above assessment as a guide, should be costed by McMurtries
- Council to consider the priorities for local heritage funding with a view to supporting the conservation works with accompanying funds raised by the local community as is reasonable.

Cabonne Shire Council Heritage Advisory Service



A separate burial with remnant timber surround. Review the surround and condition of burial and determine whether a monument remains and what minor stabilising work could extend the life of the elements.

Cabonne Shire Council Heritage Advisory Service

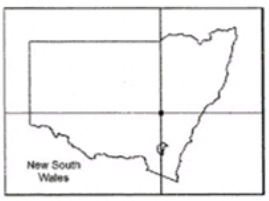
3.0 SUMMARY: Annual Heritage Strategy checklist – 2018/2019

1	Heritage Committee	Advice to Council	1	3
		Consultant Directory		
		Services & trades Directory		
2	Heritage Study	Aboriginal Study		
		Statements of significance		
3	Heritage Advice	Site visits	5	12
		Heritage advice	5	14
		Urban design advice		
		Pre-DA advice	2	9
		Advice on DA's	1	1
4	Pro-active Management	Heritage DCP		
		Urban design DCP		
		DA fee relief		
		Flexible Planning & building		
5	Local Heritage Fund	Funded projects		
		Project value		
		Heritage fund value	2	4
		Owner contribution	2	4
		Tourism projects	2	3
6	Main Street	Committee		
		Study		
		Implementation		
		Expanded main street	1	2
7	Education & promotion	Brochures, web, plaques, panels	1	3
		Events		
		Tourism strategy		
		Trails	1	1
		Training		
8	Council assets	Asset management plans		
		CMP and CMS		
		Works budgets		
9	Sustainability	Adaptive re-use		
		Restoration	1	4
		Reinstatement		3
		Landscape	1	3
		Water		1

David Scobie RAIA

Mount Canobolas State Conservation Area Draft Plan of Management





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This publication is for discussion and comment only. Publication indicates the proposals are under consideration and are open for public discussion. Provisions in the final plan of management may not be the same as those in this draft plan.

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Mount Canobolas State Conservation Area Draft Plan of Management, June 2018

Printed on environmentally sustainable paper

How to use this plan

This plan of management directs the management of Mount Canobolas State Conservation Area. This plan includes a scheme of operations prepared consistent with Part 5, section 72 of the *National Parks and Wildlife Act 1974*. Once the plan is adopted, no management operations can be undertaken that are not consistent with the plan and its scheme of operations. The plan is therefore for use by park managers in developing and monitoring park management priorities. This plan also serves to inform communities about the values of the park and what the NSW National Parks and Wildlife Service (NPWS) is doing to care for the park.

This plan will also apply to any future additions to the park. Should management strategies or works be proposed in future that are not consistent with this plan, an amendment to the plan in accordance with section 73B of the National Parks and Wildlife Act will be required.

The National Parks and Wildlife Act sets out the matters that need to be considered when preparing a plan of management. These are presented in the companion document – *Mount Canobolas State Conservation Area Draft Planning Considerations*.

Acknowledgments

NPWS acknowledges that Mount Canobolas State Conservation Area is in the traditional Country of the Wiradjuri People.

This plan of management was prepared by staff of NPWS, part of the Office of Environment and Heritage.

Contacting NPWS

For more information or any inquiries about this plan of management or Mount Canobolas State Conservation Area, contact NPWS at 203–209 Russell Street Bathurst; by mail to PO Box 2267 Bathurst, NSW, 2795; or by telephone (02) 6332 7640.

Front cover image: Federal Falls. Photo credit: Steve Woodhall, OEH.

Have your say

We want to know what you think about this draft plan. Your knowledge may help us manage these parks more effectively.

To give us feedback on the draft plan you can send a written submission by:

- using the online submission form at https://engage.environment.nsw.gov.au/consult
- emailing it to npws.parkplanning@environment.nsw.gov.au, or
- posting it to Manager Planning Evaluation and Assessment, PO Box 95 Parramatta 2124.

Written submissions must be received by **Monday 1 October 2018.**

To help us make the best use of your feedback:

- Make sure we can tell what issue or part of the plan you are talking about. One way you can do this is to include the section heading and/or page number from the plan in your submission.
- Tell us how we can make the plan better. You may want to tell us what you know about the park or how you or other people use and value it.
- We are happy to hear any ideas or comments you may have and will consider them all. But please be aware that we cannot always include all information or ideas in the final plan.

What happens to your feedback (summarised in diagram below):

Step 1: Your submission is part of the process of making this draft plan final. At the close of the public exhibition period we bring together all the submissions and prepare a submissions report.

Step 2: We provide the Western Rivers Regional Advisory Committee and the National Parks and Wildlife Advisory Council with the draft plan, all submissions and the submissions report. They then consider the documents, make comments on the plan or suggest changes, and then provide their advice to the Minister for the Environment.

Step 3: The Minister considers the plan, submissions and any advice, makes any necessary changes, and adopts the plan under the National Parks and Wildlife Act 1979.



Your privacy

Your submission will be provided to a number of statutory advisory bodies as outlined above. Your comments on the draft plan may include 'personal information'. OEH complies with the NSW *Privacy and Personal Information Protection Act 1998* which regulates the collection, storage, quality, use and disclosure of personal information. For details see OEH and your privacy. Information that in some way identifies you may be gathered when you use our website or send us an email.

Should an access application under the *Government Information (Public Access) Act 2009* be received requesting access to your submission, your views about release will be sought if you have indicated that you object to your submission being made public.

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Connection to Country

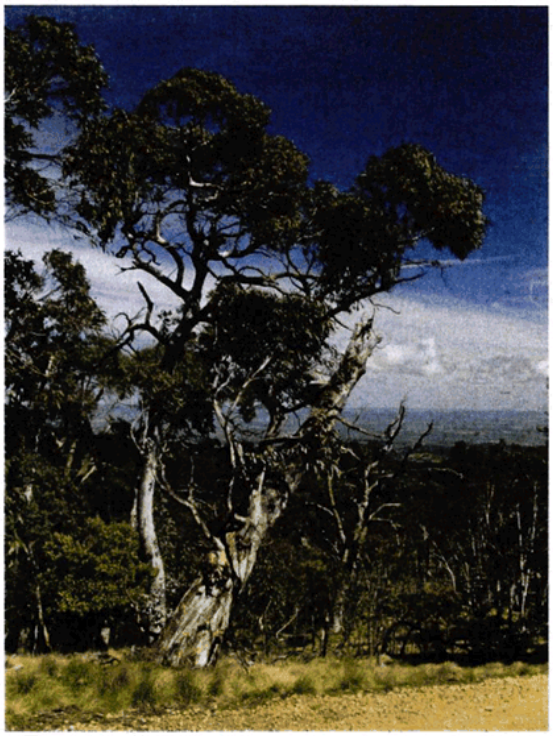
Wiradjuri People have a long connection with the area now known as Mount Canobolas State Conservation Area and the surrounding lands. Cultural knowledge about the park and surrounding lands is held and safeguarded by Wiradjuri People.

Connections to Country and the significance of Mount Canobolas State Conservation Area to Wiradjuri People – past, present and future – are acknowledged and respected.

The role of Aboriginal people in identifying traditional connections and custodians for the park is acknowledged and respected.

Our vision for the park

Mount Canobolas State Conservation Area is a sentinel in the landscape. It is a park valued, understood and protected by the community for its uniqueness, biodiversity, visitor experiences, and for the spiritual and cultural connections between people and this special place, now and into the future.



Silver-leaf candlebark, one of two threatened native plant species in the park. Photo credit: Barry Collier.

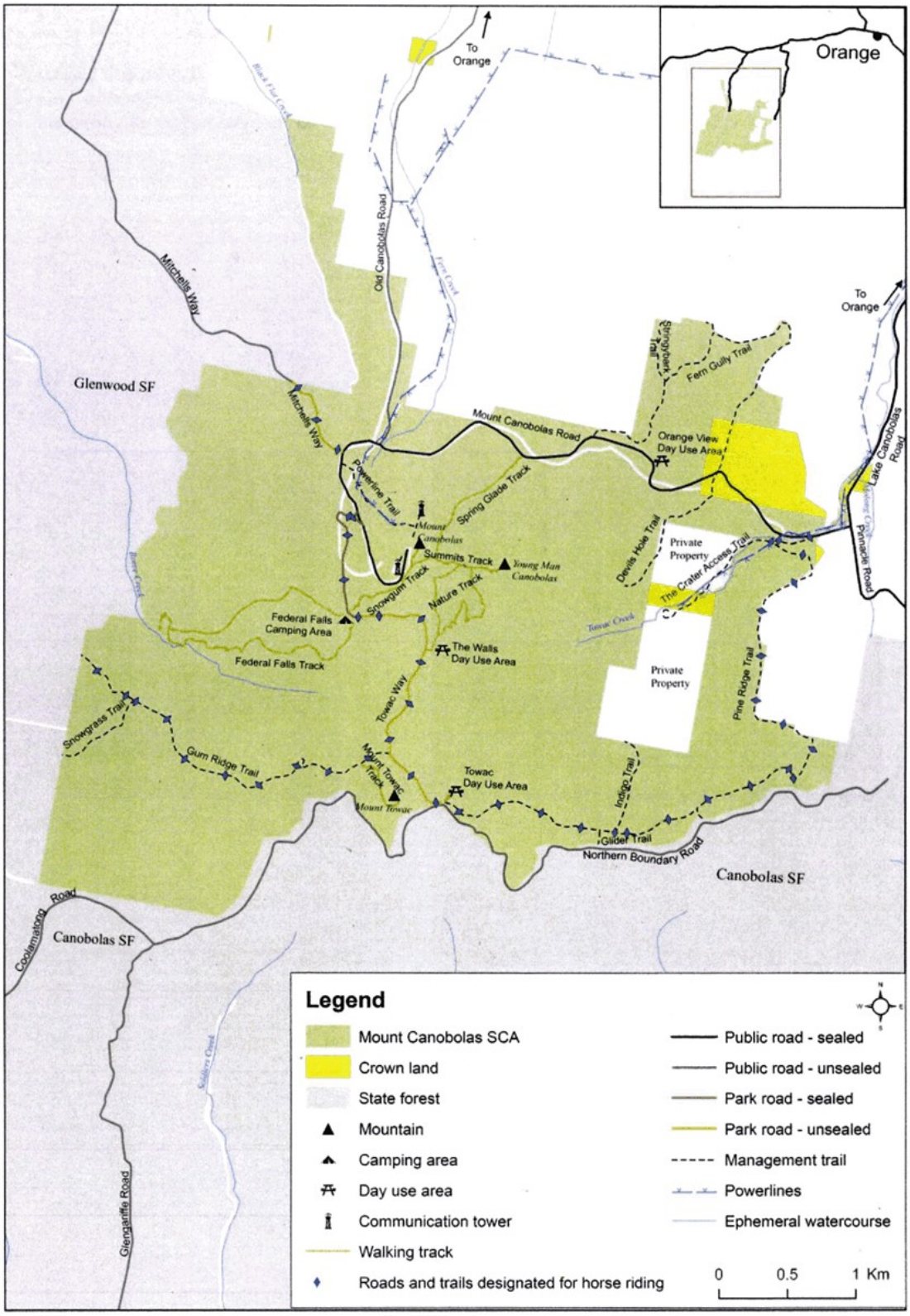


Figure 1. Mount Canobolas State Conservation Area.

1 Landscape setting

Mount Canobolas State Conservation Area rises more than 500 metres above the surrounding central tablelands landscape, and lies roughly 15 kilometres south-west of Orange in the NSW Central West. The name Canobolas comes from the Wiradjuri words *gaanha bulla* meaning 'two shoulders', referring to the two main peaks of Old Man Canobolas (Mount Canobolas) and Young Man Canobolas, which can be seen from up to 50 kilometres away.

Mount Canobolas is an extinct volcano and, with a height of 1397 metres above sea level, it and its surrounding peaks are an important and monolithic landmark of the Central West. Views to Mount Canobolas from Orange and surrounds are striking. Owing to its high altitude the park contains one of the few **subalpine** areas in the Central West. Its isolation from other similar formations has enabled the evolution of unique plants and animals, distinct from similar species in other parts of New South Wales. The **altitudinal range** of the park means that it is likely to become increasingly important as a refuge for plant and animal species responding to climate change and associated extreme climatic events.

Mount Canobolas is one of the most significant nature-based attractions in the NSW Central West and the most significant in the Orange area. It has long been used for recreation by the people of Orange. It was previously managed by the Canobolas Regional Parkland Trust as the Mount Canobolas Park. The park has been managed by NPWS since 5 December 1997, first as Mount Canobolas State Recreation Area and, from 2002 as the Mount Canobolas State Conservation Area.

The **panoramic views** from the summit are a major drawcard for locals and visitors from outside the region. The view from Mount Canobolas shows the rich agricultural country of the Central West tablelands and slopes, with their highly fertile volcanic soils. Agricultural production is dominated by sheep and cattle grazing on the tablelands and wheat and canola cropping on the slopes. Orchards, vineyards and plantations of radiata pine are found on the lower slopes of Mount Canobolas.

The natural vegetation of the Central West has been extensively cleared for agriculture and the remaining remnants are highly fragmented. Mount Canobolas State Conservation Area is an important **island remnant** in this landscape.

2 Protecting the natural environment

The **geology and landform** of the park are the result of past volcanic activity. It is thought at least three separate eruption events occurred about 13–11 million years before present. The first formed a large shield volcano and spread magma over hundreds of square kilometres, forming the basis for the rich agricultural soils in and around Orange. The second and third eruptions produced slower moving lava, which formed steep-sided features, such as domes, vents, dykes and plugs, as they cooled. Over millions of years, the softer outer rocks have eroded leaving the present-day landforms of relatively hard domes and plugs. These domes form the tops of the rounded peaks of the park including Mount Canobolas (or Old Man Canobolas), Young Man Canobolas and Mount Towac.

Mount Canobolas is related to other volcanic landforms stretching in a chain from Oberon to south-eastern Queensland. The most famous of these are the Warrumbungle Range near Coonabarrabran and the Nandewar Range near Narrabri.

Mount Canobolas State Conservation Area is situated on some of the most prospective rocks for **gold and copper** in New South Wales, and significant deposits may lie at depth. Exploration licences for Group 1 minerals, including copper, gold, lead, molybdenite, silver and zinc, cover Mount Canobolas State Conservation Area. Given the depth of the mineral deposits, the steep slopes of the park and the potential for disturbance to a threatened ecological community (Mount Canobolas *Xanthoparmelia* Lichen Community), fossicking will not be permitted in the park.

The park lies in the **South Eastern Highlands Bioregion** and is an isolated high-altitude remnant in good condition. It contains one of the largest remnants of **subalpine vegetation** in the Central West and supports threatened species and communities listed under the *Biodiversity Conservation Act 2016*.

Seven vegetation communities have been identified in the park. Most of the park is comprised of grassy woodlands and tall open forests, with grasslands and grassy open woodlands at higher elevations and shrubby open forests and woodlands occupying the lower elevations. Most of the plant communities are at the north-western limit of their known distribution.

Three **threatened ecological communities** occur in the park, as components of the seven vegetation communities: Mount Canobolas *Xanthoparmelia* Lichen Community, Tablelands Snow Gum Grassy Woodland and Tablelands Basalt Forest, all listed as endangered. Two **threatened plant species**, the vulnerable silver-leaf candlebark and a critically endangered prostanthera, *Prostanthera gilesii*, are known from the park.

Threats to these listed native plants and communities include invasion by weeds and pest animals, climate change, high-intensity and high-frequency fire and disturbance by recreational use.

Protecting native vegetation and managing appropriate development (see Section 6) will help to protect the **scenic values** of the park.

The different vegetation communities and the altitudinal range of the park provide a diversity of habitat for **native animals**. Furthermore, as an island of native vegetation in a largely cleared and fragmented landscape, the park is likely to contain species that are less likely to be encountered elsewhere throughout the NSW Central West.

Some 110 species of native animals, including 66 species of birds, are known to occur in the park and 9 threatened native animals have been recorded. There is a need for systematic and targeted surveys to improve our understanding of species that occur in the park and their ecological needs. It is particularly important to improve our understanding of how populations adapt and respond after significant environmental change (e.g. the severe wildfire that occurred in 2018), and to inform adaptive management of the park and its natural values.

Weeds in the park include **state and regional priority weeds**, such as blackberry, gorse, Scotch, or English, broom, serrated tussock, St John's wort and willow. Radiata pine wildings are also present. Weeds compete with native plants and may provide habitat for pest animals. Blackberry and pine wildings are both recognised threats to the park's threatened plants.

Although the highly pathogenic ***Phytophthora cinnamomi*** has not been recorded in the park, a species of *Phytophthora* has been detected. The species and distribution of *Phytophthora* within the park are not known. However, *Phytophthora* has the potential to adversely impact the park's threatened plants and vegetation communities and its spread throughout the park could be exacerbated by management and recreational activities.

Pest animals known to occur in the park include red foxes, goats, pigs, rabbits and deer. Issues with these pests include foxes eating blackberries and spreading the seed throughout the park, and pigs disturbing the soil allowing invasive plants to spread.

Pest species and priority programs for the park are identified in the NPWS regional pest management strategy.

Overall **fire management** of the park is directed by the park's fire management strategy. This strategy is reviewed after all significant fire events and updated periodically to prioritise the protection of life, property and natural and cultural values. A major wildfire burnt approximately 70% of the park in February 2018 and the fire management strategy for the park will be reviewed to reflect this event. This fire is expected to have a signficant influence on the vegetation of the park. A post-fire recovery program will be developed to guide recovery works, research, and monitoring to assess the recovery of plants and animals. The outcomes of this work will influence future fire planning.

Projected increases in temperature, and in the number of hot days and severe fire weather days resulting from **climate change**, are likely to influence bushfire frequency and intensity across the Central West. Climate change may have a significant impact on biodiversity, and barriers to movement are a significant issue for many species at Mount Canobolas because the possibility of dispersal from the park or to higher altitudes is restricted. Programs to reduce the pressures arising from other threats, such as habitat fragmentation, invasive species and bushfires may help reduce the severity of the effects of climate change.

3 Looking after our culture and heritage

The park is part of Country of the Wiradjuri People, known as the land of the three rivers, extending across a vast area of central New South Wales from the Great Divide in the east, and bordered by the Macquarie, Lachlan and Murrumbidgee rivers.

The name Canobolas comes from the Wiradjuri words *gaanha bulla* meaning 'two shoulders', referring to the two main peaks of Old Man Canobolas (Mount Canobolas) and Young Man Canobolas.

Mount Canobolas is a major Wiradjuri ceremonial site. Dreaming stories are known by some people with a strong traditional connection to Orange but these are not in the public domain.

Mount Canobolas is highly significant to the local Aboriginal community and the mountain has contributed to the social, economic and ceremonial life of the Wiradjuri People for thousands of years. Aboriginal people have continuing cultural associations and connections to Country in the park including the use and enjoyment of foods and medicines, caring for the land, passing on cultural knowledge, kinship systems and strengthening social bonds. Aboriginal heritage and connection to Country are inseparable and need to be managed in an integrated manner across the landscape.

Eleven Aboriginal sites are known in the park, including open campsites, stone tool working sites and a scarred tree. A survey is needed in the park and there is a high likelihood that other sites will be found.

Little is known about past European use of the park and further work is required to increase our understanding of this shared cultural heritage.

The park has reportedly been used for some small-scale timber harvesting and grazing in the past, and was the site of a proposed water supply dam for the city of Orange. The park may also contain historical transport routes.

4 Providing for visitor use and enjoyment

The park has a long history of visitor use and the **Mount Canobolas summit** is a significant destination for visitors to the region.

Existing facilities on the summit of Mount Canobolas, which are dated and provide limited accessibility, will be redeveloped to provide an improved visitor experience and to improve visitor safety. The redevelopment will improve traffic flow, parking and toilet facilities and provide lookout platforms and interpretive materials. All facilities will be wheelchair accessible.

In addition to the facilities provided at the Mount Canobolas summit, the park has a **camping area**, **day use areas, lookouts** and **walking tracks**. Activities undertaken in the park include picnicking, camping, bushwalking, photography, cycling and horse riding.

New **interpretive signage** will be installed at the summit and other key visitor destinations in the park. All new signs will be consistent with the NPWS Park Signage Manual and a program to upgrade existing signs will be undertaken.

Works will be undertaken on the **walking track** network to ensure all tracks meet proposed standards (see Table 2). The exception is Hopetoun Falls Walking Track, which has been little used and will be closed. **Cycling** will continue to be permitted on park roads and management trails.

Mountain bike riding is an increasingly popular recreational activity and further opportunities for mountain bike riding in the park will be considered. A concept plan to develop a substantial network of mountain bike single-track in the park and on adjoining lands has been proposed by a third party. The concept plan includes approximately 63 kilometres of mountain bike single-track traversing much of the park, except for the most environmentally sensitive 'no go' areas east of The Walls Day Use Area. It also includes the development of a hub or track head at, or near, the Tea House Day Use Area (at the park entrance on Mount Canobolas Road) to provide riders and park visitors with facilities, such as a café or kiosk, toilets and services such as bike hire, transport shuttles and visitor

information. The concept plan also proposes another 54 kilometres of single-track in adjoining lands, principally on state forest.

The concept plan may be adjusted as engineering, environmental and other information arises. Any recreational development is subject to controls, and this proposal, like any other mountain-biking proposal, will be required to identify all proposed tracks and associated infrastructure locations, conduct rigorous environmental, cultural, financial, social and safety impact assessments, and include public consultation.

If track and track head facilities are developed by a third party, maintenance and management will be undertaken by the third party under agreement with NPWS and in accordance with a track management plan.

The Tea House Day Use Area will be closed and revegetated, unless it is used as part of the proposal for mountain biking.

Horse riding will continue to be allowed on designated park roads and management trails.

5 NPWS infrastructure and services

NPWS manages a wide range of infrastructure assets in the park, including assets that enable and assist park management.

A network of **management trails** is maintained in the park for fire management, emergency access, pest animal and weed control, and monitoring and research. NPWS will investigate and, if appropriate, construct an additional management trail for fire management purposes on the western side of the park.

Boundary **gates** are located at strategic locations. They restrict public vehicle access to some management trails to ensure the trails remain serviceable for park management activities such as firefighting and pest management, and to maintain visitor experiences for walkers, cyclists, horse riders and other non-motorised users.

Boundary fences are generally in good repair. NPWS will work with neighbours to maintain the park in a stock-proof condition where required.

Two large **water tanks** in the park provide water for fire fighting and weed control.

6 Non-NPWS infrastructure and services

A substantial amount of **telecommunication infrastructure** has been established on the summit of Mount Canobolas. The towers and associated buildings contain or facilitate a wide range of services including television, radio, telephone, mobile phone, emergency services and private radio networks.

To limit further impacts on the visual amenity of the site, additional towers will not be constructed in the park unless there are no feasible alternatives. Construction of any new buildings or other ground structures will only be permitted within the existing fenced compounds at the summit of Mount Canobolas.

Existing trenching on the summit of Mount Canobolas has capacity for installation of additional underground **optical fibre cables**. New trenching for underground optical fibre cables will only be permitted at the summit once existing trenching reaches capacity.

Powerlines supply the telecommunications infrastructure on the summit of Mount Canobolas and to the private inholding in the east of the park. Options for partial or complete burial of the summit overhead powerline will be encouraged for fire protection purposes. Burial may be undertaken where it is deemed appropriate, necessary and environmentally acceptable.

Scheme of operations

Notes on implementation

The implementation of actions and achievement of performance measures set out below may be subject to environmental assessments and approvals as required by NSW and Commonwealth legislation. Further community consultation on the proposed actions may be undertaken as part of these processes.

Notes on priority ratings

A priority has been assigned to each performance measure to guide the allocation of resources and timely delivery of actions. Some measures require ongoing effort. The indicative timeframes for achievement of the performance measures are:

- Priority 1 – within 3 years
- Priority 2 – within 5 years
- Priority 3 – within 10 years
- Ongoing (O).

Actions (1, 2, 3 etc.) Performance measures (1a, 1b, 2a, 2b etc.)		Priority
Protecting the natural environment		
Geology and landform		
Objective: The natural setting and scenic values of the park are protected		
Objective: Impacts on park values from mineral exploration and mining are minimised		
1. Protect the landforms and natural vegetation of the park, including the Mount Canobolas skyline.		
1a)	Works and activities in the park avoid or minimise impacts to park values, including native vegetation, habitat features and visual amenity.	O
1b)	All activities in the park are subject to environmental impact assessment and approvals, including community consultation where appropriate.	O
1c)	Fossicking is not permitted in the park.	O
Native plants and animals		
Objective: Native plant and animal communities are self-sustaining through natural recruitment, migration and evolutionary processes		
Objective: Understanding of the ecology, management needs and threats to threatened plant and animal communities is increased and applied to park management		
2. Undertake priority works to protect native plants and animals, particularly threatened ecological communities, threatened native plants and animals, and other significant native plants and animals.		
1d)	Relevant strategies in the *Biodiversity Conservation Program*, *Saving our Species* program, threat abatement plans and recovery plans for threatened species and ecological communities are implemented in the park.	1
1e)	Actions to conserve the critically endangered *Prostanthera gilesii* are prioritised.	1
1f)	Threatened ecological communities in the park are identified and mapped.	1
1g)	Actions to protect the park's threatened ecological communities, threatened species and significant native plants and animals are undertaken or encouraged.	2

Actions (1, 2, 3 etc.) Performance measures (1a, 1b, 2a, 2b etc.)		Priority
1h)	The vegetation units currently used to define the park's vegetation are mapped into the plant community types consistent with the NSW Vegetation Information System.	1
3. Conduct and support surveys for native animals in the park.		
1i)	Knowledge of the parks native animals, particularly threatened animals and other endemic and significant species, is improved and informs park management.	1
4. Undertake pest control programs, targeting priority threats and adapting to new and emerging threats.		
1j)	Pest animal and weed programs in the park are implemented in accordance with pest management strategies relevant to the park. Pest animal and weed programs primarily target species whose control will provide the greatest benefit to native species, including threatened species and communities, and the protection of cultural heritage.	O
1k)	Blackberry control is prioritised and the impacts of blackberry on threatened plants and communities are minimised.	1
1l)	Work with neighbours and other authorities to target priority pests.	O
1m)	Knowledge about the distribution and impacts of *Phytophthora* within the park is improved and its spread is not exacerbated by management or visitor activity.	1
5. Undertake bush fire management programs to protect the park and neighbouring assets and infrastructure and adapt to new information and emerging threats.		
1n)	The fire management strategy for the park includes the protection of life and property and the maintenance of natural and cultural values through the development of a mosaic of vegetation fire age-classes and is implemented and updated as required.	O
1o)	A post-fire recovery program is developed and implemented for the park following the 2018 wildfire, to plan and prioritise fire response tasks including infrastructure repair, post-fire rehabilitation works, weed and pest control and research and monitoring of biodiversity fire response.	1
1p)	Hazard reduction works are conducted as specified in the fire management strategy and annual fire programs.	O
1q)	NPWS participates in strategic fire planning for the region through its continuing involvement in the Canobolas Bush Fire Management Committee.	O
6. Continue existing fire, pest and weed control programs to increase the park's capacity to cope with climate change.		
1r)	Park programs for fire, pest and weed management continue and respond to the impacts of climate change.	O
1s)	Research on the impacts of climate change on the values of the park is supported and informs park management.	O
Looking after our culture and heritage		
Objective: Aboriginal and shared histories are protected and celebrated, and Aboriginal people have opportunities to maintain, restore and build connections to Country		
7. Support Aboriginal community engagement in park management, caring for and building connections to Country.		
1t)	Orange Local Aboriginal Land Council, Elders groups and other relevant Aboriginal community organisations and community members are consulted and provided opportunities for involvement in management of Aboriginal sites and values.	O

Actions (1, 2, 3 etc.) Performance measures (1a, 1b, 2a, 2b etc.)		Priority
1u)	The local Aboriginal community is supported to access Country to maintain, renew or develop cultural connections and practices.	O
1v)	Interpretation of Aboriginal sites, places or values is developed and implemented in consultation with the local Aboriginal community.	O
8.	**Protect known Aboriginal cultural sites, objects and significant places in the park.**	
1w)	Aboriginal site surveys are completed with Aboriginal people and in consultation with specialists, targetting sites of known cultural significance, areas with a higher likelihood of Aboriginal sites and areas at risk, including those at or near existing or proposed infrastructure.	1
1x)	All known Aboriginal sites and Aboriginal cultural information are recorded appropriately, giving recognition and protection to secret or sacred information and intellectual property rights.	1
1y)	Due diligence is applied to ensure appropriate protection of Aboriginal cultural heritage including an appropriate level of cultural impact assessment and consultation before undertaking works that have the potential to affect Aboriginal sites, places or values.	O
9.	**Protect known shared heritage sites, objects and significant places in the park.**	
1z)	Further work to increase our understanding of the park's shared heritage is supported and encouraged, and shared heritage sites are recorded and their significance assessed.	3
1aa)	Conservation management plans or heritage actions statements are prepared as necessary.	3
Providing for visitor use and enjoyment		
Objective: Provide opportunities for visitors to sustainably enjoy, appreciate and understand the values of the park		
10.	**Provide recreational opportunities that encourage visitors to experience the values of the park in a safe and sustainable way.**	
1bb)	Public vehicle access is provided on park roads shown on Figure 1. Roads in the park are closed where necessary (e.g. after snowfall or extended wet weather) to ensure public safety and to protect park values. Closures of Mount Canobolas Road and Old Canobolas Road are managed by Cabonne Council.	O
1cc)	A range of recreational opportunities are available at appropriate locations in the park, as identified in Table 1.	O
1dd)	Horse riding is allowed on designated park roads and management trails shown on Figure 1.	O
1ee)	NPWS works cooperatively with Cabonne Council regarding any maintenance and upgrading works on public roads that are administered and maintained by the council, namely Mount Canobolas Road and Old Canobolas Road.	O
1ff)	Applications for events, functions and commercial activities are considered in line with this plan and the park use regulations in Table 3.	O
11.	**Provide appropriate interpretive, directional and safety signage and information to help park visitors experience and enjoy the park in a safe and sustainable way.**	
1gg)	New interpretive signage is developed and installed at the summit and other key visitor destinations in the park.	1
1hh)	Existing NPWS signs, including interpretive, directional, safety and regulatory signs, are replaced with new signs consistent with the NPWS Park Signage Manual.	2
1ii)	Appropriate warning and safety signage is provided at key locations, such as exposed cliffs.	1

Actions (1, 2, 3 etc.) Performance measures (1a, 1b, 2a, 2b etc.)		Priority
1jj)	Appropriate interpretive signage is in place to limit visitor impacts on the park's natural and cultural values, such as the Mount Canobolas *Xanthoparmelia* Lichen Community.	2
1kk)	Directional signage is provided at track heads and key junctions on the walking track network.	2
12. Provide visitor facilities that allow for sustainable visitor use and enjoyment, compatible with conservation of the park's natural and cultural values.		
1ll)	Facilities at the summit of Mount Canobolas are redeveloped to provide an improved visitor experience and to promote a better understanding of the park's values and recreational opportunities.	2
1mm)	The Federal Falls Camping Area is managed as one of the principal visitor locations in the park, providing basic camping and day use facilities in an unspoiled natural setting.	O
1nn)	Day use areas continue to be provided at The Walls, Towac and Orange View.	O
1oo)	Minor capital improvements at day use areas, such as formalising car parking and installing or upgrading picnic tables, are undertaken as necessary to improve visitor experience and protect park values.	2
1pp)	The Tea House Day Use Area is closed and revegetated, unless it is used as part of the Orange City Council mountain biking proposal.	2
1qq)	Lookouts are maintained and, where necessary, upgraded to meet relevant Australian Standards and NPWS infrastructure guidelines.	1
1rr)	Closed visitor nodes are revegetated, either through natural regeneration or with active rehabilitation where necessary, and become self-perpetuating and maintenance-free.	2
13. Provide and maintain a network of walking tracks in the park that provide sustainable and safe access to key features and destinations.		
1ss)	Walking tracks are maintained to grades specified in Table 2 in accordance with Australian Standards, including works to limit environmental impacts, protect visitor safety and signage to assist visitors to find their way.	2
1tt)	The Hopetoun Falls walking track is closed and, where necessary, works to prevent ongoing erosion and support regeneration undertaken.	2
14. Provide and maintain sustainable cycling opportunities in the park that provide safe access to key features and destinations and links to cycling tracks outside the park.		
1uu)	Continue to provide cycling opportunities on the park roads and management trails shown in Figure 1.	O
1vv)	Investigate the provision of sustainable single-track mountain biking opportunities and a hub or track head in the park. Considerations will include ecological sustainability, appropriateness of the location, competing visitor demands, visitor safety and the availability of resources to provide and maintain the experience. "No go" areas may be established in this investigation.	1
1ww)	If approved, any mountain bike single-tracks will be constructed and maintained in a way that avoids or minimises impacts on the park's natural and cultural values and existing visitor experiences.	2
1xx)	New agreements for the lease or licencing of land, buildings or structures within the park, for the purposes of visitor facilities, are considered as required in accordance with Part 12 of the National Parks and Wildlife Act and the NPWS Property Leasing Guidelines.	
1yy)	Additional car parking and other facilities are provided at track heads as necessary to limit adverse impacts resulting from increased visitation associated with the provision of mountain bike opportunities in the park.	2

Actions (1, 2, 3 etc.) Performance measures (1a, 1b, 2a, 2b etc.)	Priority
NPWS infrastructure and services	
Objective: NPWS infrastructure meets the needs of management and has minimal environmental impact Objective: NPWS infrastructure that is no longer required is decommissioned and removed	
15. Maintain NPWS infrastructure to required standards and to support protection of park values.	
1zz) The network of park roads and management trails shown on Figure 1 are maintained in accordance with their strategic fire classification and in accordance with management needs.	O
1aaa) An additional management trail on the western side of the park, for fire management purposes, is investigated. If considered appropriate, the additional trail is constructed and maintained in accordance with its strategic fire classification and management needs.	2
1bbb) Adverse environmental impacts on park values from unauthorised entry into the park are reduced.	O
1ccc) Assets no longer required for park management purposes are decommissioned and removed.	O
Non-NPWS infrastructure and services	
Objective: Non-NPWS uses and activities have minimal impact on park values and are appropriately licensed	
16. Manage Non-NPWS infrastructure and services to minimise impacts on park values.	
1ddd) Existing leases, licences, easements and rights of way granted under the NPW Act for infrastructure and services are maintained and managed in accordance with the conditions of the agreement and any other applicable laws and policies.	O
1eee) New leases, licences, easements or rights of way in relation to infrastructure and services within the park (including telecommunications and broadcasting facilities, pipelines and powerlines) will be considered as required in accordance with Part 12 of the National Parks and Wildlife Act and the NPWS Property Leasing Guidelines.	O
1fff) No additional towers are constructed in the park where feasible alternatives exist. Construction of any new buildings or other ground structures is permitted only within the existing fenced compounds on the summit of Mount Canobolas.	O
1ggg) Any new facilities, operations or other works are subject to environmental impact assessment and will only be allowed if they are consistent with the purposes of reservation of the park, with the management principles set out in section 30G of the NPW Act and with this plan of management.	O
1hhh) The electricity provider is encouraged to move the powerline to the summit of Mount Canobolas underground where capacity exists and where this would result in a net environmental benefit. Obsolete above-ground infrastructure is removed where the powerline has moved underground.	3

Park use regulations

Notes on authorised uses

There are many recreational activities that can be undertaken in the park without consent from park managers. Other activities can only occur if consent is provided by local NPWS staff. All activities that occur in the park are subject to relevant policies and legislation.

Conditions may be applied to ensure an activity is undertaken safely and to minimise environmental risks and risks to other users. Consent may be refused after consideration of the proposed activity and likely environmental, visitor safety and park management impacts.

Activities may be subject to operating conditions or limits from time to time. For example, access to parts of the park may be closed during periods of bushfire risk, bad weather or during maintenance or improvement works.

Activities not shown in Table 1 may also be regulated by signage within the park or by consent.

Information regarding activities that require consent and obtaining consent is available on the NSW national parks visitor website (at www.nationalparks.nsw.gov.au) or by contacting the relevant NPWS office (contact details at the front of this plan).

Table 1. Park use regulations – Recreational activities

	Type of activity	Allowed	Notes / Exceptions
	Walking	Yes	On tracks
	Cycling	Yes	On park roads, management trails and, if constructed, on appropriately signposted single-track routes. No cycling on walking tracks or off-trail. Consent required for recreational groups of more than six riders. All organised group (e.g. club) events require consent, irrespective of the size of groups (see Table 3).
	Horse riding	Yes	On park roads (Towac Way and Mitchells Way) and on Gum Ridge, Pine Ridge and Glider trails. Consent required for recreational groups of more than six horses. All organised group (e.g. club) events require consent, irrespective of size of groups (see Table 3).
	Barbecues – portable	Yes	Portable gas and liquid stoves are allowed. Solid fuel fires are prohibited during total fire bans and park solid fuel fire bans. Residues from solid fuel fires must not be deposited in the park.

	Type of activity	Allowed	Notes / Exceptions
	Camping	Yes	Only at Federal Falls Camping Area. Bush camping is not allowed.
	Wood fires	Yes	Only in fireplaces provided at Federal Falls Camping Area. Wood fires are prohibited elsewhere in the park. Wood fires are prohibited during total fire bans and park fire bans. Gas barbecues are provided at Federal Falls Camping Area.
	Group gatherings – non-commercial (e.g. family or social gatherings, school groups)	Yes	Consent is required for groups of more than 40 people consistent with the NPW Regulation. Consent is required for larger groups to ensure limited available space can be managed.
	Model aeroplanes and drones	Yes	Consent required. Not permitted to be launched where there are potential risks to telecommunications infrastructure and impacts to other park users. Drones may be used for park management purposes and may be authorised as part of a commercial filming consent. This plan does not regulate aeroplanes or drones launched from outside the park that may be within the airspace above the park. In these circumstances, the use of such devices is subject to relevant civil aviation regulations.
	Climbing and abseiling	No	Not permitted owing to the lack of suitable safe locations and risks to conservation values.
	Off-road driving / four-wheel driving / trail bike riding	No	Not permitted owing to risks to conservation values and potential risks to other park users.
	Dog walking [A]	No	Not permitted in state conservation areas in New South Wales.
	Fossicking	No	Not permitted owing to potential environmental impacts, particularly given the presence of high-gradient slopes and the endangered lichen community.

	Type of activity	Allowed	Notes / Exceptions
	Hang gliding	No	Not permitted owing to lack of suitable safe locations and potential risks to other park users.

[A] These regulations relate to dogs that are not assistance animals. Assistance animals are allowed in all sections of the park provided they are kept under effective control at all times with a leash or harness.

Table 2. Walking tracks and proposed works

Name (length)	Proposed standard [A] and works
Federal Falls Track (4.1 km)	Grade 3 Upgrade section to base of waterfall with new steps and handrails. Install steps on other steep sections to deal with erosion. Reroute as required. Install warning signs and/or safety fencing where required. Install directional signage.
Nature Track (2.0 km loop)	Grade 3 Reroute and or install steps on steep sections to deal with erosion. Reroute any sections affecting the endangered lichen ecological community. Install directional signage.
Summits Track (1.0 km one way)	Grade 3 Remediate erosion and install steps. Where necessary reroute steeper sections. Ensure track does not affect the endangered lichen ecological community. Install directional signage.
Spring Glade Track (1.0 km one way)	Grade 3 Remediate erosion and where necessary reroute the lower section. Formalise track head carpark on Mount Canobolas Road. Install directional signage.
Mount Towac Track (0.65 km one way)	Grade 3 Formalise car park at junction of Towac Way and Gum Ridge Trail. Install additional steps and drains to address erosion. Install directional signage.
Snowgum Track (0.7 km one way)	Grade 3 Reroute or install steps, or both, on steep sections to deal with erosion. Install directional signage.

[A] The Australian Walking Track Grading System has been used as the basis for this track classification system. For further information on these grades and their relationship to the Australian Standard please refer to the *Users Guide to the Australian Walking Track Grading System* (DSE no date; see *Mount Canobolas State Conservation Area Draft Planning Considerations*).

Table 1: Park use regulations – Events, functions and commercial activities

Notes on commercial and other activities

The following table lists some common commercial, group and event type activities that may be permitted in the park with consent from NPWS or under a licence or lease. It is not a definitive or exhaustive list of permitted commercial or other activities. Information on relevant policies, required approvals and fees is available on the OEH website.

The use of supporting equipment, such as marquees and amplified sound, will be determined on a case-by-case basis depending on scale and impacts on park values and other park users. Drones may be authorised for use in association with some activities, such as commercial filming and research. Use of any supporting equipment will be subject to consent conditions.

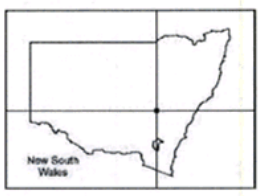
In accordance with NPWS policy, as part of standard licence conditions commercial recreation and tour operators may be required to support understanding of cultural heritage conservation and management and promote respect for Aboriginal culture and sites, depending on the nature of the business. This may include requirements to consult with Aboriginal communities to develop appropriate material and information for participants.

In recognition of these responsibilities, special conditions may be included in licences for operators that undertake Aboriginal heritage interpretation.

Type of activity	Group size	Type of approval required
Public events (e.g. fun runs, commemorative ceremonies open to public participation)	All groups irrespective of size	Consent
Commercial activities including tours, filming and photography	All groups irrespective of size	Licence or lease
Non-commercial, organised (e.g. club-based) events	All groups irrespective of size. Generally limited to a maximum size of 16 unless special conditions apply	Consent
All other private functions involving groups of more than 40 people	All groups of 40 or more	Consent
Research (scientific and educational, and related to conservation or park management)	All groups irrespective of size	Consent or licence

Mount Canobolas State Conservation Area
Draft Planning Considerations





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How to use this document

This document relates the matters considered in preparing the *Mount Canobolas State Conservation Area Draft Plan of Management*. Matters that need to be considered when preparing plans of management are set out in Section 72AA(1) of the *National Parks and Wildlife Act 1974*. The legislative and policy framework for plans of management is outlined in Appendix A.

Both the plan of management and the planning considerations are for use by park managers in developing and monitoring park management priorities. They also serve to inform communities about the values of the park and what the NSW National Parks and Wildlife Service (NPWS) is doing to care for the park.

This document will be updated where appropriate, for example, if we have new information on the values of the park (e.g. new threatened species) or management approaches (e.g. new pest management technique) or new programs. Scientific names of native plants and animals mentioned in the text are included in Appendix B; those of introduced species of plants and animals are included in Tables 3 and 4. Changes to this document cannot occur where they are inconsistent with the actions and performance measures of the *Mount Canobolas State Conservation Area Draft Plan of Management*.

Acknowledgments

NPWS acknowledges that Mount Canobolas State Conservation Area is in the the traditional Country of the Wiradjuri People.

This plan of management was prepared by staff of NPWS, part of the Office of Environment and Heritage.

Contacting NPWS

For more information or any inquiries about this plan of management or Mount Canobolas State Conservation Area, contact NPWS at 203–209 Russell Street Bathurst; by mail to PO Box 2267 Bathurst, NSW, 2795; or by telephone (02) 6332 7640.

Front cover image: Lichen covered rocks near The Walls, part of the endangered Mount Canobolas *Xanthoparmelia* Lichen Community. Photo credit: Marc Irvin, OEH.

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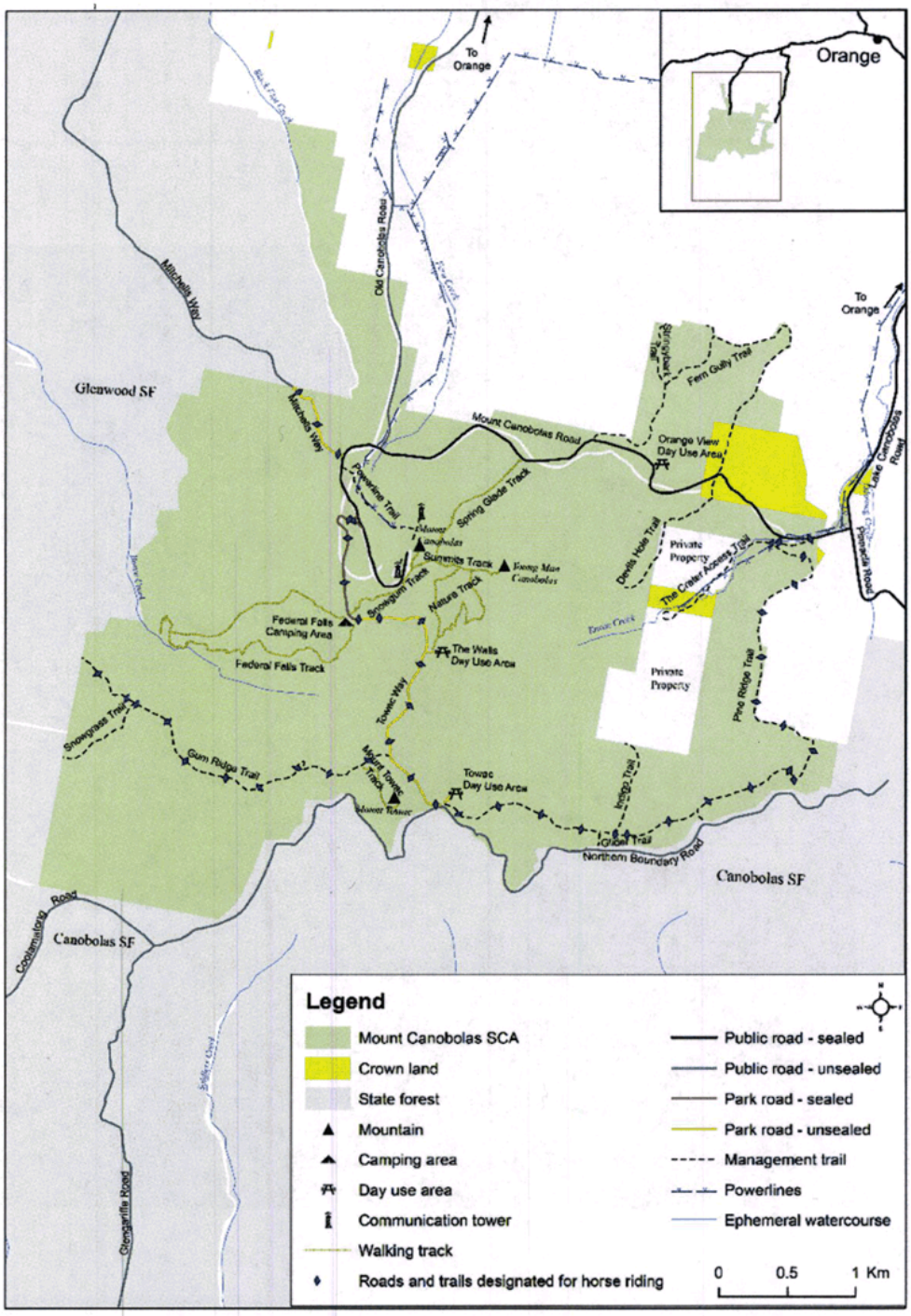


Figure 1. Mount Canobolas State Conservation Area.

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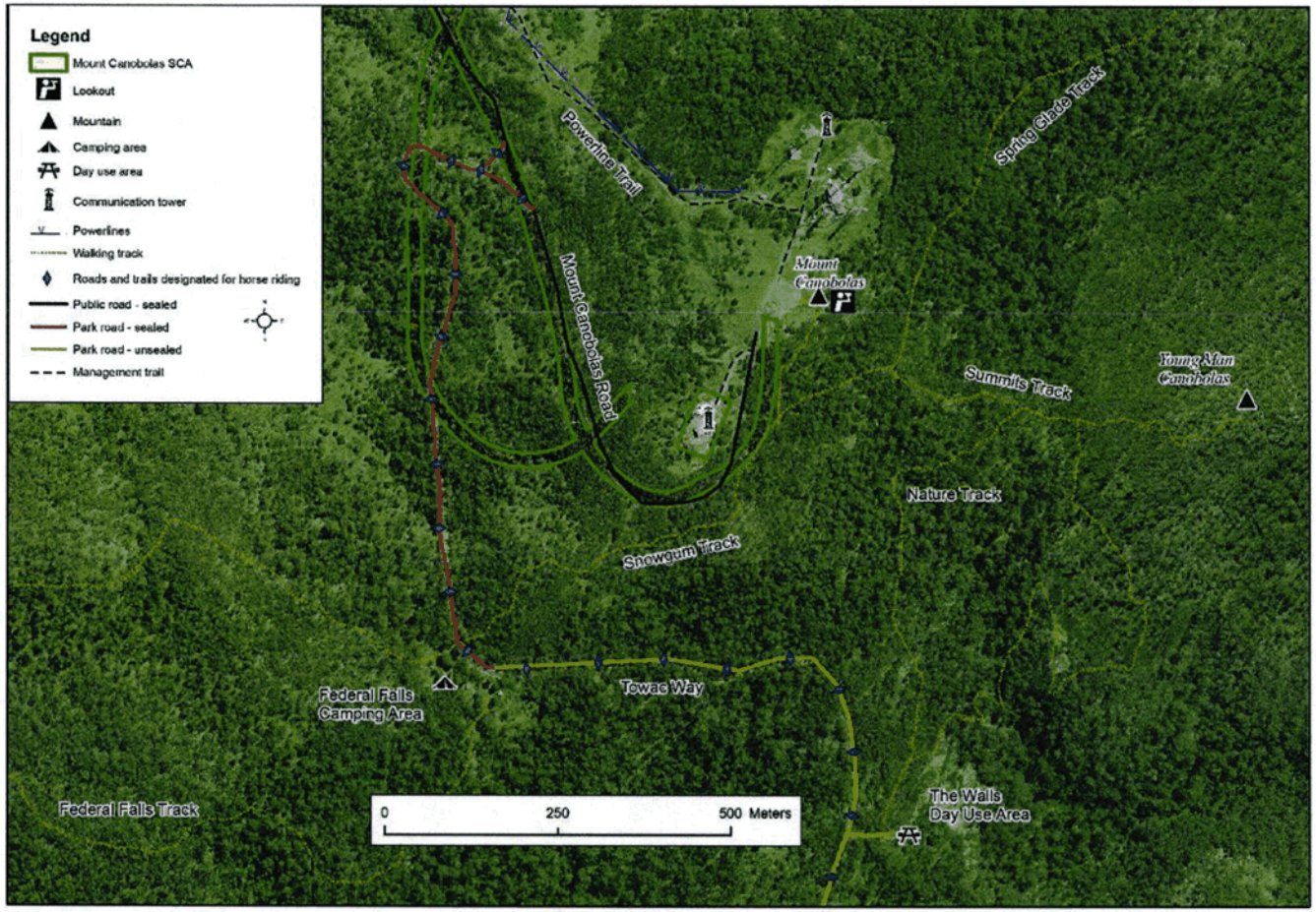


Figure 2. Mount Canobolas State Conservation Area summit.

1 Landscape setting

Objective: The landscape and scenic values of the park are protected and Mount Canobolas continues to be an important landmark in the NSW Central West region

Mount Canobolas State Conservation Area is located about 15 kilometres south-west of Orange in the NSW Central West and occupies an area of 1672 hectares.

Mount Canobolas is an extinct volcano and, with a height of 1397 metres above sea level, is one of the highest peaks between the Blue Mountains and Perth. Mount Canobolas and its surrounding peaks are an important landmark of the Central West, visible from up to 50 kilometres away. Views to Mount Canobolas from Orange and surrounds are striking.

The name Canobolas comes from the Wiradjuri Aboriginal *gaanha bulla* meaning 'two shoulders', referring to the two main peaks of Old Man Canobolas and Young Man Canobolas.

The summit of Mount Canobolas provides commanding 270-degree views over the rich agricultural country of the tablelands and slopes of the Central West. The township of Orange can be seen to the north-east, Barton Nature Reserve and Goobang and Nangar national parks to the west, Mullion Range State Conservation Area to the north, Conimbla National Park to the south-west, and Winburndale Nature Reserve to the east.

The park lies within the Orange subregion of the South Eastern Highlands Bioregion (DEE 2012). The bioregion covers the dissected ranges and plateaus of the Great Divide, which are lower than the Australian Alps to the south-west. It extends to the Great Escarpment in the east, to the western slopes of the inland drainage basins to the west, and continues south into Victoria.

The park contributes to two major catchments within the Murray-Darling Basin. Rainfall on the western side of the park drains into the Lachlan catchment whereas rainfall on the eastern side of the park drains into the Macquarie-Bogan catchment.

The natural vegetation of the Central West has been extensively cleared for agriculture and the remaining remnants are highly fragmented. Mount Canobolas State Conservation Area is an important island remnant in this landscape. The park contains one of the few subalpine areas in the Central West. Its isolation appears to have allowed the evolution of some unique plants and animals, distinct from similar species elsewhere in New South Wales.

The park has long been used for recreation by the people of Orange. Before reservation of the park, the Canobolas Regional Parkland Trust managed the Crown land known as Mount Canobolas Park, providing camping areas, picnic areas and walking tracks. The panoramic views from the summit continue to be a major drawcard for visitors from outside the region as well as locals, and Mount Canobolas is one of the most significant nature-based attractions in the NSW Central West and the most significant in the Orange area. The mountain is an important tourist attraction for both Cabonne and Orange City councils.

The agricultural land surrounding the park supports sheep and cattle grazing on the tablelands, and crops such as wheat and canola on the slopes. Apple and cherry orchards and some native bushland adjoins the northern and eastern boundaries of the park. The apple orchards and vineyards on the lower slopes of Mount Canobolas to the north of the park are a significant element of the economy of the Orange region. The park is bounded by radiata pine plantations in Canobolas and Glenwood state forests to the south, west and north-west, and there are private radiata pine plantations to the north of the park.

Mount Canobolas Park was reserved as Mount Canobolas State Recreation Area on 5 December 1997. In late 2002, amendments to the *National Parks and Wildlife Act 1974* changed all state recreation areas to state conservation areas.

There is an 88-hectare inholding of predominantly cleared grazing country in the eastern section of the park. A small inholding (approximately 0.5 hectares) of Commonwealth land is located on the summit of Mount Canobolas. The mountain's prominence has resulted in a considerable amount of infrastructure being installed on the summit, including air safety, telecommunications, radio and television transmitter towers. Some of this infrastructure is in the park (see Section 6) and some in the summit inholding; see Figure 2.

The park is in the administrative areas of Cabonne Shire, the Orange Local Aboriginal Land Council, and the Central Tablelands Local Land Services region.

2 Protecting the natural environment

2.1 Geology and landform

Objective: The natural setting and scenic values of the park are protected

Objective: Impacts on park values from mineral exploration and mining are minimised

The geology of the park is one if the most interesting features of the park and governs its vegetation, soils and landform.

The geology and landform of the park are the result of past volcanic activity. It is thought that at least three separate eruption events occurred about 13–11 million years before present. The first formed a large shield volcano and spread magma over hundreds of square kilometres forming the basis for the rich agricultural soils in and around Orange. The second and third eruptions produced slower moving lava that formed steep-sided features such as domes, vents, dykes and plugs as they cooled. Over millions of years, the softer outer rocks have eroded leaving the present-day landforms of relatively hard domes and plugs. These domes form the tops of the rounded peaks of the park including Mount Canobolas (or Old Man Canobolas), Young Man Canobolas and Mount Towac. These volcanic features are predominantly formed from trachyte rock.

Geological analysis (Sutherland 1995) indicates that Mount Canobolas is related to other volcanic landforms stretching in a chain from Oberon (about 100 kilometres south-east of the park) to south-east Queensland. The most famous of these are the Warrumbungle Range near Coonabarabran and the Nandewar Range near Narrabri. These areas of ancient volcanoes are conserved in Warrumbungle National Park and Mount Kaputar National Park respectively. These large shield volcanoes formed as the Australian plate moved northwards over a stationary 'hot spot' (Middlemost 1981, cited in Percival 1985).

Owing to its geology, Mount Canobolas is the dominant geographic feature in the Orange district, visible from up to 50 kilometres away. The summit of Mount Canobolas offers outstanding views of the surrounding countryside and is a major drawcard for visitors to the park. It is also an important telecommunications site – the towers on the summit are visually imposing and bear witness to the significance of the mountain to our modern lifestyle.

A major aim of this plan is to protect the scenic values of the park by protecting native vegetation and managing appropriate development.

Soils vary throughout the park. Deeper soil deposits are found on the lower slopes and in gullies, whereas thinner, skeletal soils occur on rocky outcrops and higher peaks. The soils on rolling and steeper slopes are formed from trachyte and basalt parent material, and skeletal sand and loams are found on the thinner upper slopes. Red earths and krasnozems are found on the lower slopes.

The topographical relief and altitude of Mount Canobolas affects local weather. Rising some 500 metres above the surrounding tablelands, it produces a strong orographic rainfall effect. Annual rainfall is approximately 200 millimetres higher in the park than in the surrounding lower country. It is common to receive 2–3 snowfalls per year, and snow can persist for up to three weeks on the sheltered southern aspects of the mountain. Cloud formation above the summit is not unusual and the summit can be shrouded in cloud while the surrounding countryside is clear, contributing to the higher annual rainfall figures.

Throughout the year, the temperature at the summit is usually noticeably lower than in the surrounding countryside. The windchill factor is also significant, especially in exposed areas during the cooler months. During spring the weather can vary greatly during the day.

2.1.1 Mineral prospectivity

Exploration for minerals and petroleum (including gas), as well as mining and petroleum production, are permissible uses in state conservation areas.

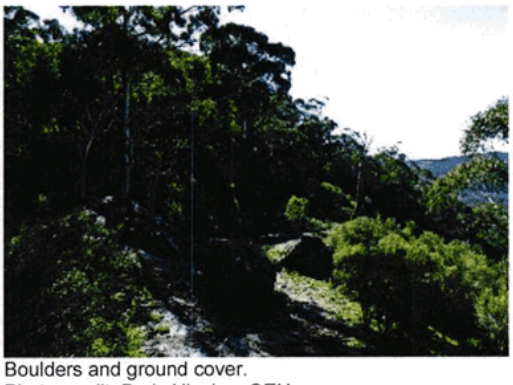
Mount Canobolas State Conservation Area is situated on Tertiary basalts of the Mount Canobolas shield volcano, which have been a source of construction materials and dimension stone. More significantly, in relation to mineral exploration, there are Ordovician to Early Silurian magmatic, volcanic and volcanic-derived sedimentary rocks that are the most prospective rocks for gold and copper in New South Wales (NPWS 2014). Consequently, exploration licences for Group 1 minerals (including copper, gold, lead, molybdenite, silver and zinc) cover Mount Canobolas State Conservation Area.

Significant metalliferous deposits may lie at depth (NPWS 2014). Numerous deep holes drilled through the basalt around Mount Canobolas resulted in the discovery of the Ridgeway ore body some 500 metres below the surface, the most profitable gold and copper ore deposit in Australia and part of Cadia Valley Operations. This operation, located less than 10 kilometres south of the park, comprises two underground mines and an open-cut mine. The mining lease for Cadia Valley Operations was last renewed in October 2017 and extends until 2038.

The Department of Planning and Environment – Resources and Geoscience in NSW is the lead authority for mining and petroleum activities, including mineral exploration and rehabilitation of mine sites. NPWS and Resources and Geoscience in NSW work together to ensure that exploration and production proposals in state conservation areas comply with all statutory requirements, including any necessary environmental impact assessments and approvals.



Lichen covered boulders.
Photo credit: Boris Hlavica, OEH.



Boulders and ground cover.
Photo credit: Boris Hlavica, OEH.



Volcanic dyke.
Photo credit: Helmut Bernt.



Columnular trachyte lava flow.
Photo credit: Steve Woodhall, OEH.

2.2 Native plants and animals

Objective: Native plant and animal communities are self-sustaining through natural recruitment, migration and evolutionary processes

Objective: Understanding of the ecology, management needs and threats to threatened plant and animal communities and populations is increased and applied to park management



Juvenile leaves of silver-leaf candlebark. Photo credit: Barry Collier.

2.2.1 Native plants

The native vegetation of the NSW Central West has been extensively cleared for agriculture and what remains is highly fragmented. The view from the summit of Mount Canobolas illustrates this dramatically. Only 25% of the original native vegetation cover of the NSW Central West remains (Goldney & Bowie 1991) and much of this is in poor or declining condition (Goldney et al. 1997). In such a landscape, areas such as Mount Canobolas State Conservation Area are highly significant for conservation.

The park is an isolated high-altitude remnant in relatively good condition. It contains one of the largest remnants of subalpine vegetation in the Central West, several species poorly represented in the Central West, and a number of threatened species and ecological communities listed under the NSW *Biodiversity Conservation Act 2016*.

The park is in the South Eastern Highlands Bioregion and the vegetation communities largely reflect this. There are, however, affiliations with Northern Tablelands vegetation communities. Many of the plant communities and plant species are at the north-western limit of their known distribution and some are highly significant (Hunter 2002; McCarthy & Elix 2014). The vegetation communities in the park are considered to have developed in isolation from other high-altitude areas, which has led to a degree of uniqueness.

A total of 287 native plant species, in 57 families and 139 genera, has been recorded in the park. Seven vegetation communities have been identified in the park (Hunter 2000, 2002):

- snow gum – mountain gum grassy woodlands and tall open forests

- stringybark – peppermint shrubby open forest and woodlands
- grasslands and grassy open woodlands
- outcrop low open woodlands
- outcrop heath and shrublands
- waterfall low open woodlands
- disturbed creeklines.

See Appendix C for further details.

Most of the park is vegetated with grassy woodlands and tall open forests, with grasslands and grassy open woodlands at higher elevations and shrubby open forests and woodlands at lower elevations. The grassy woodland and tall open forest communities broadly intergrade. The woodland and tall open forest communities are dominated by snow gum, mountain gum and silver-leaf candlebark, with snowgrass as the dominant understorey species.

Patches of the outcrop communities are scattered across the park. These are associated with rocky outcrops and are significant owing to their assemblage of plants. They are restricted to the park and adjoining lands on Mount Canobolas. The threatened Mount Canobolas *Xanthoparmelia* Lichen Community (see Table 1 and Box 1) is found in the rocky outcrop heath and shrublands community.

Waterfall low open woodlands and disturbed creeklines are confined to small isolated areas within the park.

Three **threatened ecological communities** occur in the park (see Table 1). These occur as components of the seven identified vegetation communities of the park. Tablelands Snow Gum Grassy Woodland is the most widespread. Threats to these ecological communites include invasion by weeds and pests (see Section 2.2.3) and anthropogenic climate change (see Section 2.2.5) is identified as a threat to Tablelands Snow Gum Grassy Woodland and the Mount Canobolas *Xanthoparmelia* Lichen Community. Other threats to the lichen community include disturbance from recreational use, including use of bikes and foot traffic, and high-intensity fire.

Two **threatened plant species** are known from the park: the vulnerable silver-leaf candlebark and a critically endangered prostanthera, *Prostanthera gilesii* (see Table 1 and Box 2).

There are also several other significant plants in the park:

- *Asterolasia rupestris* subsp. *rupestris*, which had been thought to have become locally extinct but was relocated in the park in 2008. The only other known occurrences are on the higher parts of Mount Kaputar National Park.
- Spinning gum, which is at the north-western limit of its distribution, and was previously known only from the Australian Capital Territory and further south.
- Mount Canobolas is an important lichen site and *Xanthoparmelia willisii*, which is not part of the endangered lichen community, is only known in New South Wales from Mount Canobolas and one other locality (McCarthy & Elix 2014).

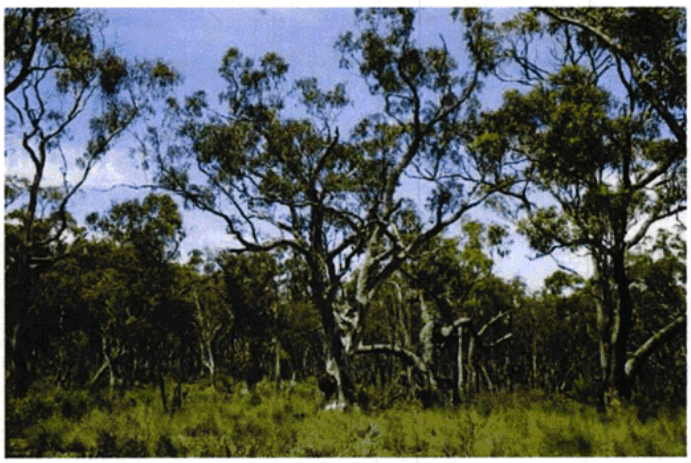
Strategies for the recovery of threatened species, populations and ecological communities have been set out in a statewide *Biodiversity Conservation Program* (OEH 2017a, formerly known as the *Threatened Species Priorities Action Statement*). These actions are currently prioritised and implemented through the *Saving our Species* program which aims to maximise the number of threatened species that can be secured in the wild in New South Wales for 100 years (OEH 2013b).

Individual recovery plans may be prepared for nationally listed threatened species and recovery plans have been prepared for some species listed in New South Wales. To date, no threatened plants or communities known from the park have had a recovery plan prepared.

Table 1. Threatened plants and ecological communities in the park

Common name	Scientific name	Status [A]	
		BC Act	EPBC Act
Silver-leaf candlebark	*Eucalyptus canobolensis*	Vulnerable	Endangered
	Prostanthera gilesii	Critically Endangered	
Communities			
Mount Canobolas *Xanthoparmelia* Lichen Community	Mount Canobolas *Xanthoparmelia* Lichen Community	Endangered	
Tablelands Snow Gum Grassy Woodland	Tablelands Snow Gum, Black Sallee, Candlebark and Ribbon Gum Grassy Woodland in the South Eastern Highlands, Sydney Basin, South East Corner and NSW South Western Slopes Bioregions	Endangered	
Tableland Basalt Forest	Tableland Basalt Forest in the Sydney Basin and South Eastern Highlands Bioregions	Endangered	

[A] BC Act = *Biodiversity Conservation Act 2016*;
EPBC Act = *Environment Protection and Biodiversity Conservation Act 1999*.



Tablelands Snow Gum Grassy Woodland. Photo credit: Steve Woodhall, OEH.

Box 1: Mount Canobolas *Xanthoparmelia* Lichen Community

The endangered Mount Canobolas *Xanthoparmelia* Lichen Community occurs only on Mount Canobolas and is one of three threatened ecological communities in the park. It includes both rock-dwelling (saxicolous) and soil-dwelling (terricolous) lichens.

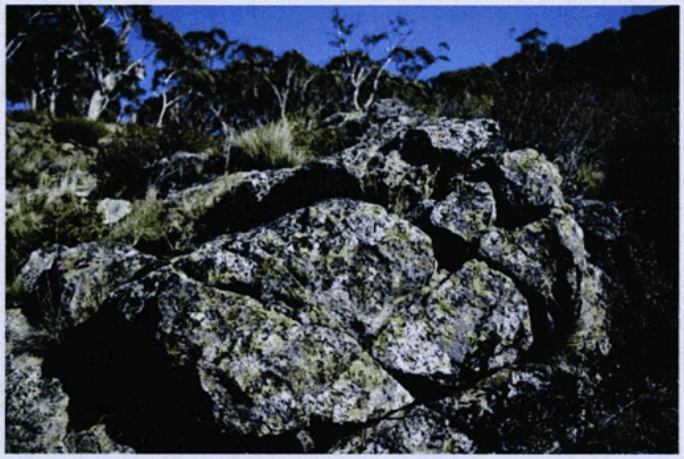
The Mount Canobolas *Xanthoparmelia* Lichen Community includes a range of lichens including *Cladia fuliginosa*, *Xanthoparmelia canobolensis*, *X. metastrigosa* and *X. sulcifera*. *X. metastrigosa* is known only from Mount Canobolas (McCarthy & Elix 2014). *X. canobolensis*, *X. sulcifera* and *Cladia fuliginosa* are known only from Mount Canobolas and one other locality in NSW (McCarthy & Elix 2014). It is likely that many species of invertebrates are associated with the lichens.

The endangered lichen community occurs within two of the park's vegetation communities: the snow gum – mountain gum grassy woodlands and tall open forests community and the rocky outcrop heath and shrublands community.

Threats to the lichen community include road and drainage works in areas where the lichen community occurs, collection of bush rock, disturbance from recreational use, including walking and cycling, anthropogenic climate change, and high-intensity fires (NSW SC 2001).

Patches of the endangered lichen community occur beside public roads, management trails and walking tracks. No new roads or management trails are proposed under this plan but works on existing roads and management trails must consider impacts on this endangered community. Further, existing walking tracks may need to be rerouted and any proposed cycling tracks will need to be carefully located to limit impacts on the Mount Canobolas *Xanthoparmelia* Lichen Community.

Several actions have been identified for the community through the *Saving our Species* program. These include detailed mapping of the community; inclusion of operational requirements for the community in the park fire management strategy; educating visitors to the park about the community and effects of trampling, bushfires and bushrock and firewood collection; and conducting research to better understand the community and to monitor its response to recovery actions.



Lichen-covered boulders near The Walls form part of the endangered Mount Canobolas *Xanthoparmelia* Lichen Community. Photo credit: Marc Irvin, OEH.

2.2.2 Native animals

The range of vegetation communities and the altitudinal range of the park provide a diversity of habitats for native animals. Furthermore, as a remnant island of native vegetation in a largely cleared and fragmented landscape, the park provides habitat for species that were formerly more widespread in the NSW Central West.

Some 110 species of native animals, including 66 species of birds, have been recorded in the park. Nine threatened native animals have been recorded in the park (see Table 2). However, there remains a need for systematic and targeted surveys to improve our understanding of the animals of the park. Knowledge of the species present in the park, their ecological requirements and their resilience to environmental change, particularly fire regimes, are essential for adaptive park management. For example, following the significant fire in early 2018 it will be particularly important to improve our understanding of how populations cope and restore after severe environmental change.

Table 2. Threatened animals recorded in the park

Common name	Scientific name	Status [A]	
		BC Act	EPBC Act
Birds			
Dusky woodswallow	*Artamus cyanopterus cyanopterus*	Vulnerable	
Flame robin	*Petroica phoenicea*	Vulnerable	
Little eagle	*Hieraaetus morphnoides*	Vulnerable	
Scarlet robin	*Petroica boodang*	Vulnerable	
Varied sittella	*Daphoenositta chrysoptera*	Vulnerable	
Mammals			
Eastern bentwing-bat	*Miniopterus schreibersii oceanensis*	Vulnerable	
Greater glider	*Petauroides volans*		Vulnerable
Yellow-bellied glider	*Petaurus australis*	Vulnerable	
Yellow-bellied sheathtail-bat	*Saccolaimus flaviventris*	Vulnerable	

[A] BC Act = Biodiversity Conservation Act; EPBC Act = Environment Protection and Biodiversity Conservation Act.

The dusky woodswallow and varied sittella are threatened woodland birds that have declined throughout the wheat–sheep belt of New South Wales (Reid 2000).

There are also several other significant animals known from the park, including:

- a rare form of agile antechinus
- Mount Canobolas velvet worm
- Mount Canobolas flatworm – an undescribed planarian worm.

As an isolated vegetated remnant, Mount Canobolas may also be an important stepping stone for migratory birds. The park may also provide habitat during seasonal faunal movements, with some native animals moving to higher and cooler altitudes available in the park in summer (e.g. grey currawong), whereas others that inhabit the park may move to warmer areas out of the park in winter. Recent work also indicates that Mount Canobolas is important habitat for a wide range of insects.

A systematic fauna survey of the park should be undertaken given the high likelihood of endemic species and of restricted populations that may require specific management.

As with vegetation, strategies for the recovery of threatened species, populations and ecological communities have been set out in a statewide *Biodiversity Conservation Program* (OEH 2017a, formerly known as the *Threatened Species Priorities Action Statement*). These actions are currently prioritised and implemented through the *Saving our Species* program which aims to maximise the number of threatened species that can be secured in the wild in New South Wales for 100 years (OEH 2013b).

Individual recovery plans may be prepared for nationally listed threatened species and recovery plans have been prepared for some species listed in New South Wales. Of the threatened native animals recorded from the park, only the yellow-bellied glider has had a recovery plan prepared (NPWS 2003).



Flame robin. Photo credit: Michael Todd.



Dusky woodswallow. Photo credit: Michael Todd.



Yellow-bellied sheath-tail bat. Photo credit: OEH.



Varied sittella. Photo credit: Michael Todd.

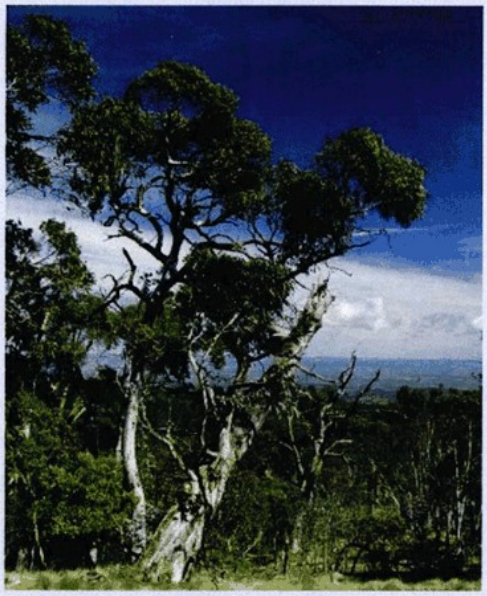
Box 2: Threatened plants

A critically endangered **prostanthera**, *Prosthanera gilesii*, and the vulnerable **silver-leaf candlebark** are known only from Mount Canobolas. The restricted distribution of both species places them at an elevated risk of extinction.

P. gilesii is found only in the park (Conn & Wilson 2015), with an estimated total population of less than 50 mature plants (NSW SC 2017) in two populations. The larger population occurs along a creek line in wet sclerophyll forest; the smaller population occupies a rocky crevice surrounded by heath.

The population of silver-leaf candlebarks is more secure, with an estimated of about 60,000 individuals (OEH 2017b). Silver-leaf candlebark is generally found between 1100 and 1300 metres above sea level but can occur as low as 850 metres and above 1300 metres. It occurs in subalpine woodland growing on undulating low hills through to steep hills and slopes. Mount Canobolas State Conservation Area is identified as a key management site for silver-leaf candlebark under the *Saving our Species* program.

Threats to these species within the park include disturbance by feral pigs, infestations of blackberry, invasion of radiata pine wildings and high-frequency fire. Repeated fires may limit recruitment of silver-leaf candlebark and cause mortality, and anthropogenic climate change is likely to result in contraction of the distribution of silver-leaf candlebark to higher altitudes and, possibly, to extinction in the wild. Human visitation and soil pathogens are also considered threats to *P. gilesii* (NSW SC 2017) and there has been unauthorised collection of this species.



Silver-leaf candlebark. Photo credit, Barry Collier.

Several management actions have been identified to secure the silver-leaf candlebark in the wild, both within and outside the park, including:

- Improved fire management planning to ensure that appropriate fire regimes are maintained for the species.
- Weed control, especially for blackberry and radiata pine wildlings.
- Augmenting the wild population with ex situ material if required.
- Monitoring of the population and the extent and severity of threats to assess the effectiveness of management.

- Ensuring maintenance of roads, trails and tracks, or other infrastructure and development activities involving disturbance of substrates or vegetation do not adversely affect populations of silver-leaf candlebark (DEE 2017).

It is expected that similar management actions will be developed to protect and secure the populations of Prostanthera in the park.



Prostanthera gilesii. Photo credit: Steve Woodhall, OEH.

2.2.3 Weeds and pest animals

Weeds and pests are plants, animals and pathogens that have negative environmental, economic and social impacts and are most commonly introduced species. An introduced species is defined in this plan as any plant or animal species not native to the state conservation area. Pests and weeds can have effects across the range of park values, including on biodiversity, cultural heritage, and catchment and scenic values.

NPWS prepares regional pest management strategies that identify pest species across a region's parks. These strategies also identify priorities for control, including actions under the *Biodiversity Conservation Program* (see Sections 2.2.1 and 2.2.2) and other strategies such as the NSW *Biodiversity Priorities for Widespread Weeds* (DPI & OEH 2011) and the *NSW Biosecurity Strategy 2013–2021* (DPI 2013).

The NPWS regional pest management strategy (OEH 2012) identifies the pest species and priority programs for the park. The overriding objective of the pest management strategy is to minimise adverse impacts of introduced species on biodiversity and other park and community values while complying with legislative responsibilities. The strategy also identifies where other more detailed site- or pest-specific plans or strategies need to be developed.

Significant pests and weeds recorded in the park are listed in Tables 3 and 4. The *Biosecurity Act 2015* and regulations identify specific legal requirements for the prevention, eradication or containment of state-level priority weeds. These requirements apply equally to public and private land. A regional strategic weed management plan prepared under the Biosecurity Act identifies those pest plants that are priorities for management, investment and compliance effort within the Central Tablelands Local Land Services region (Central Tablelands LLS 2017). Similarly, regional strategic pest animal management plans have been developed to support the implementation of the Biosecurity Act. The *Draft Central Tablelands Regional Strategic Pest Animal Management Plan 2018–2023* (Central Tablelands LLS 2018) identifies regional priorities for pest animal management. These weed and pest animal priorities will be implemented via the relevant NPWS pest management strategy.

Some 47 introduced plants (Hunter 2000, 2002) have been recorded in the park. Significant pest plants that occur in the park include state-level and regional priority weeds (Central Tablelands LLS 2017) such as blackberry (see Box 3), serrated tussock, St John's wort, gorse, Scotch/English broom and willow (see Table 3). Radiata pine wildings are also present in the park (see Table 3).

Blackberry is a recognised threat to the two threatened plants found in the park: silver-leaf candlebark and *Prostanthera gilesii* (see Box 2). Invasion of radiata pine seedlings is also recognised as a threat to silver-leaf candlebark.

The endangered ecological community, Tablelands Snow Gum Grassy Woodland, is threatened by a range of weeds in the park including priority weeds (e.g. African lovegrass, blackberry, Chilean needlegrass, serrated tussock, St John's wort), environmental weeds (e.g. sweet briar), aggressive pasture grasses and escapes from horticulture or silviculture (e.g. radiata pine) (see Table 3). Weed invasion is also a recognised threat to the Tableland Basalt Forest endangered ecological community.

Although the soil-borne and highly pathogenic *Phytophthora cinnamomi* has not been recorded in the park, a species of *Phytophthora* was detected following dieback of several endangered prostanthera. The species and distribution of *Phytophthora* in the park is not known. Phytophthora has potential to adversely impact the park's threatened plants and communities and its spread throughout the park could be exacerbated by management and recreation activities. Infection of native plants by *Phytophthora cinnamomi* is listed as a key threatening process under the Biodiversity Conservation Act.

Pest animals known to occur in the park include red fox, goat, pigs, rabbits and deer (see Table 4). Pigs and red foxes move throughout and into and out of the park whereas the distribution of goats and rabbits is more limited. Pigs and foxes can spread introduced plants throughout the park: pigs disturb the soil allowing invasive plants to spread, and foxes eat blackberries in season and spread the seed throughout the park.

Invasion of remnants by feral animals, including rabbits, foxes, pis and goats, is a recognised threat to the Tablelands Snow Gum Grassy Woodland threatened ecological community in the park. Moderate to heavy grazing by rabbits is a recognised threat to the Tableland Basalt Forest threatened ecological community.

Control programs have been undertaken for foxes over many years. Ground shooting of goats began in 2015–16 and was highly successful, and an annual shooting program continues. Pigs are trapped when their activity affects park values, infrastructure or neighbouring properties.

The effects of pests on park values may be exacerbated by anthropogenic climate change (see Section 2.2.5).

Tables 3 and 4 summarise key information on the pests and weeds currently known to occur in the park. Further information on pests can be found on the Office of Environment and Heritage website. The *Local Land Services Act* declares certain animals to be pests.

Table 3. Significant weeds in the park

Common name	Scientific name	KTP [A]	State priority [B]	Regional priority [B]
African lovegrass	*Eragrostis curvula*	Y		Community concern
Blackberry	*Rubus fruticosus* agg.		Asset protection	Asset protection
Broad-leaved cotoneaster	*Cotoneaster glaucophyllus*			
Chilean needlegrass	*Nassella neesiana*	Y	Asset protection	Contain
Gorse	*Ulex europaeus*		Asset protection	Contain
Hawthorn	*Crataegus monogyna*			
Radiata pine	*Pinus radiata*			
Scotch broom, English broom	*Cytisus scoparius* subsp. *scoparius*	Y	Asset protection	Asset protection
Serrated tussock	*Nassella trichotoma*	Y	Asset protection	Asset protection
St John's wort	*Hypericum perforatum*			Asset protection
Sweet briar	*Rosa rubiginosa*			
Willow	*Salix fragilis*		Asset protection	Community concern

[A] KTP = key threatening process listed under NSW *Biodiversity Conservation Act 2016*.
[B] = Priority as determined in *Central Tablelands Regional Strategic Weed Management Plan 2017–2022* (Central Tablelands LLS 2017). National Parks and Wildlife Service Symbol

Table 4. Significant pest animals in the park

Common name	Scientific name	KTP [A]	Declared pest [B]	Priority [C]
Goat	*Capra hircus*	Y	N	Asset based protection
Pig	*Sus scrofa*	Y	Y	Asset based protection
Rabbit	*Oryctolagus cuniculus*	Y	Y	Asset based protection
Red deer	*Cervus elaphus*	Y	N	Asset based protection
Red fox	*Vulpes vulpes*	Y	Y	Asset based protection

[A] KTP = Key threatening process listed under NSW *Biodiversity Conservation Act 2016*.
[B] Declared pests as per Local Land Services Act 2013.
[C] = Priority as determined in *Draft Central Tablelands Regional Strategic Pest Animal Management Plan 2018–2023* (Central Tablelands LLS 2018).

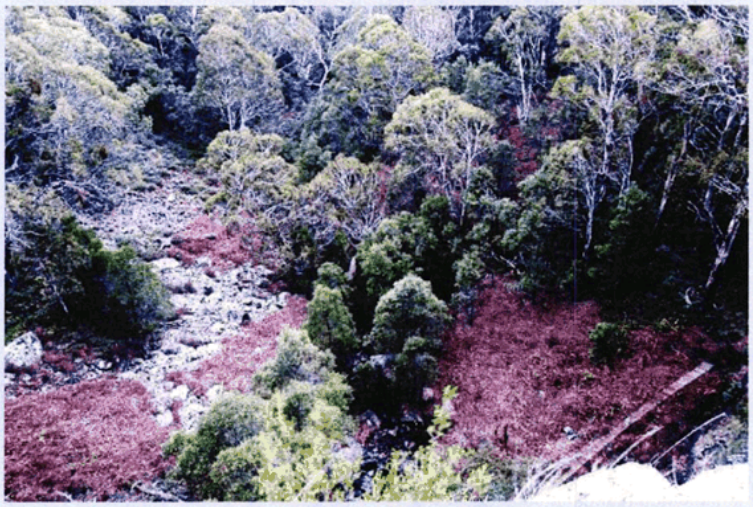
Box 3: Blackberry

Blackberry is a state-level and regional priority weed (Central Tablelands LLS 2017) and is one of the main weeds of the park. It is widespread throughout the park and has invaded undisturbed areas.

Annual control has been undertaken in the park since 1997, mainly targeting readily accessible blackberry infestations. However, ground control has slowed as remaining infestations are in more difficult terrain and harder to reach. To improve control, aerial spraying of the more remote and inaccessible locations is required, but this is expensive.

In addition to traditional control using chemicals, it may also be possible to undertake biological control of blackberry in the park. NPWS will investigate the potential for release of biological control agents for blackberry.

Blackberry is not just an issue for the park. It is also widespread on neighbouring properties, including state forests. It is essential to maintain cooperation with neighbours to control blackberry across the landscape.



Treated blackberry (the reddish areas) below Federal Falls. Photo credit: Steve Woodhall, OEH.

Blackberry infestations are a recognised threat to the threatened plants found in the park, impeding regeneration of silver-leaf candlebark and competing with the critically endangered *Prostanthera gilesii*.

Blackberry infestations also provide shelter for feral pigs and may build fuel loads that can increase the intensity of fires, further threatening the critically endangered *P. gilesii* (NSW SC 2017) and other park values.

Two of the parks three threatened ecological communities, Tablelands Snow Gum Grassy Woodland and Tableland Basalt Forest, are directly threatened by weed invasion, including invasion by blackberry.

Given these potential impacts on some of the park's key biological values, it is critical that control of blackberries continues and, where possible, increases significantly. Furthermore, efforts to encourage neighbours to control blackberry on adjoining properties should continue.

2.2.4 Fire in the park

The primary objectives of NPWS fire management are to protect life, property, community assets and cultural heritage from the adverse impacts of fire, while also managing fire regimes in parks to maintain and enhance biodiversity. NPWS also assists in developing fire management practices that contribute to conserving biodiversity and cultural heritage across the landscape, and implements cooperative and coordinated fire management with other fire authorities, neighbours and the community (OEH 2013a).

Fire is a natural feature of many environments and is essential for the survival of some plant communities. However, inappropriate fire regimes can lead to loss of plant and animal species and communities, and high-frequency fires have been listed as a key threatening process under the Biodiversity Conservation Act (NSW SC 2000b).

Much of the park's natural vegetation has a grassy understorey. Before European settlement, periodic burning by bushfires and Aboriginal people played a significant role in the development of these grassy ecosystems and regular fire is required to maintain the grassy understorey. Too-frequent fire however may limit recruitment of some species, cause local extinctions of fire-senstivie species, facilitate the spread of weeds, reduce specific elements of native animal habitat, such as fallen logs, tree hollows and ground litter, and directly threaten native animal populations.

Careful management of fire, of its frequency and intensity, is required to ensure the diversity of vegetation communities is maintained, including those communities with a grassy understorey. High-intensity fire is recognised as a threat to the endangered lichen community.

Mount Canobolas State Conservation Area has had a low frequency of wildfires. While a significant wildfire burnt through the park in February 2018, the previous wildfire of note was in December 1982. The 1982 fire, which started adjacent to the park, burnt approximately 80% of the park. The February 2018 fire started near Mitchells Way, burnt more than 70% of the park and spread to neighbouring properties, including commercial forests and orchards.

The steep terrain of the park makes construction of fire control lines difficult, which means that fires that start in the park or enter the park can burn substantial parts of it. NPWS will investigate and, if appropriate, construct a new management trail on the western side of the park to provide a control line that may assist firefighters in minimising the size and intensity of fires in this part of the park.

NPWS undertakes hazard reduction burns in the park. Since 2000, seven prescribed burns have been undertaken covering approximately 20% of the park.

Although the fire history of the park indicates that high-intensity wildfire has been fairly infrequent, the intense wildfire in 1982 promoted shrubby understorey species at the expense of grasses. High-intensity fire is recognised as a threat to the endangered lichen community, some of which was burnt in the 2018 wildfire.

A fire management strategy that defines the fire management for the park has been prepared (OEH 2014b). The strategy, which will be updated to include the 2018 fire, includes biodiversity thresholds of at least 10 years between fires in the heathlands and rocky outcrops and in the shrubby understorey dry sclerophyll forests in the park, and intervals between 8 and 40 years for those woodlands and tall open forests with a grassy understorey.

The strategy outlines conservation measures for Aboriginal cultural heritage, threatened species and threatened ecological communities known from the park. For example, the strategy notes that threatened lichens occur on rocky outcrops and provides management guidelines for this community, including avoiding disturbance by vehicles and earthmoving machinery, and avoiding the use of firefighting foams and retardants.

The park fire management strategy identifies asset protection zones at Mount Canobolas summit, at Federal Falls Camping Area and at The Walls Day Use Area. At these sites, fire management is aimed at the protection of life and property. The rest of the park is zoned as land management zone where fire management is focused on conserving biodiversity and protecting cultural and historic heritage.

In addition to the park fire management strategy, a post-fire recovery program will be prepared and implemented following the 2018 fire. The program will plan and determine priorities for fire response tasks, including infrastructure repair, post-fire rehabilitation works, weed and pest control and research and monitoring of biodiversity fire response.

NPWS maintains cooperative arrangements with surrounding landowners and the Rural Fire Service and is a member of the Canobolas Bush Fire Management Committee.

2.2.5 Climate change impacts

Human-induced climate change is listed as a key threatening process under the Biodiversity Conservation Act (NSW SC 2000a) and habitat loss caused by human-induced greenhouse gas emissions is listed under the *Environment Protection and Biodiversity Conservation Act 1999* (TSSC 2001).

The latest projected changes to climate are from the NSW and ACT Regional Climate Modelling (NARClim) project (OEH 2014a). The climate projections for 2020–2039 are described as 'near future' (or as 2030), and projections for 2060–2079 are described as 'far

future'. The snapshot shown in Table 5 is for the Central West and Orana Region, which includes Mount Canobolas State Conservation Area (OEH 2014a).

The projected increases in temperature, number of hot days and severe fire weather days (OEH 2014a) are likely to influence bushfire frequency and intensity across the Central West and Orana Region. Historically, the region experiences more than 30 very high to extreme fire danger days every year. The number of very high to extreme fire danger days are projected to increase by 10–50% and the conditions conducive to large and intense fires, such as prolonged drought, low humidity, number of hot days and high wind speeds, will more than likely increase (DECCW 2010).

Table 5. Central West and Orana Region climate change snapshot

Projected temperature changes	
Maximum temperatures are projected to **increase** in the near future by 0.4–1.0°C	Maximum temperatures are projected to **increase** in the far future by 1.8–2.7°C
Minimum temperatures are projected to **increase** in the near future by 0.5–0.9°C	Minimum temperatures are projected to **increase** in the far future by 1.5–2.6°C
The number of hot days (i.e. >35°C) will **increase**	The number of cold nights (i.e. <2°C) will **decrease**
Projected rainfall changes	
Rainfall is projected to **decrease** in spring	Rainfall is projected to **increase** in autumn
Projected Forest Fire Danger Index changes	
Average fire weather is projected to **increase** in summer, spring and winter	Severe fire weather is projected to **increase** in summer, spring and winter

Source: OEH (2014a).

Climate change may affect biodiversity significantly by altering the size of populations and the distribution of species, and altering the geographical extent and species composition of habitats and ecosystems. Species most at risk are those unable to disperse or adapt, particularly those with small population sizes or with slow population growth rates. Opportunities for species to disperse from Mount Canobolas or to shift to higher altitudes are restricted.

The combined effects of increased temperatures, large wildfires, and more favourable conditions for pests and weeds may adversely impact the natural ecosystems of the park. However, the potential impact of climate change on the park is difficult to assess since it depends on the compounding effects of other pressures, particularly barriers to dispersal and pressure from introduced animals. Barriers to dispersal are a significant issue for the species of Mount Canobolas. In highly cleared and fragmented ecosystems, such as those in which Mount Canobolas occurs, species are likely to be at greater risk than those in more intact ecosystems.

Furthermore, there is limited scope for the subalpine species to migrate higher as a response to climate change. For this reason, climate change is identified as a threat to the threatened silver-leaf candlebark, known only from Mount Canobolas. It is likely to result in a contraction of the species to higher altitudes and possibly to extinction in the wild.

Anthropogenic climate change is also identified as a threat to several of the endangered ecological communities known to occur in the park including Tablelands Snow Gum Grassy Woodland and the Mount Canobolas *Xanthoparmelia* Lichen Community.

Programs to reduce the pressures arising from other threats, such as habitat fragmentation, invasive species, and bushfires, may help reduce the severity of the effects of climate change.

3 Looking after our culture and heritage

Objective: Aboriginal and shared histories are protected and celebrated, and Aboriginal people have opportunities to maintain, restore and build connections to Country

Both Aboriginal and non-Aboriginal people place values on cultural and natural landscapes. These values may be attached to the landscape as a whole, or to parts of the landscape such as a particular plant, animal or place. All landscapes contain the imprint of human use – on any given area of land, some historical activity will have taken place. Much of the Australian environment has been influenced by past land-use, and people continue to influence the land through recreational use, cultural practices, the presence of introduced plants and animals and, in some places, air and water pollution.

3.1 Aboriginal culture and heritage

The cultural landscape of the park is part of the Country of the Wiradjuri People, whose cultural boundaries are defined by landscape features and patterns of traditional use on Country.

> **What is 'Country'?** To Aboriginal people, the landscape is made up of many features that are interrelated. These include land, water, plants and animals, places and stories, historical and current uses, and people and their interactions with each other and place. These features are central to Aboriginal spirituality and contribute to Aboriginal identity. They are inseparable and make up what is known as 'Country'.

The Country of the Wiradjuri People is known as the land of the three rivers, extending across a vast area of central New South Wales from the Great Divide in the east, and bordered by the Macquarie, Lachlan and Murrumbidgee rivers.

The name Canobolas comes from the Wiradjuri words *gaanha bulla* meaning 'two shoulders', referring to the two main peaks, Old Man Canobolas (Mount Canobolas) and Young Man Canobolas.

Mount Canobolas is a major Wiradjuri ceremonial site. Dreaming stories are known by some people with a strong traditional connection to Orange, but the stories are not in the public domain (NTSCORP 2012). Nevertheless, it is because of this ongoing traditional knowledge that the site retains its significance to contemporary Wiradjuri People.

In pre-contact times, Mount Canobolas was an important occupation site. It is likely that people camped on the mountain when major ceremonies, such as initiations, took place (NTSCORP 2012). It is not known when the last ceremony was conducted on the mountain, although initiations in other parts of Wiradjuri Country seem to have continued into the early 20th century.

Mount Canobolas has contributed to the social, economic and ceremonial life of the Wiradjuri People for thousands of years and the local Aboriginal community regard Mount Canobolas as highly significant. Aboriginal people have continuing cultural associations and connections to Country in the park including the use and enjoyment of foods and medicines, caring for the land, passing on cultural knowledge, kinship systems and strengthening social bonds. Aboriginal heritage and connection to Country are inseparable and need to be managed in an integrated manner across the landscape.

There has been no systematic survey of the park for Aboriginal sites and only 11 Aboriginal sites have been recorded in the park, including open campsites, stone tool working sites and a scarred tree.

> **Aboriginal sites** are places with evidence of Aboriginal occupation or places that are related to other aspects of Aboriginal culture. They are important as evidence of Aboriginal history and as part of the culture of local Aboriginal people

Although the NSW Government has legal responsibility for the protection of Aboriginal sites and places, NPWS acknowledges the right of Aboriginal people to make decisions about their own heritage. Aboriginal communities will be consulted and involved in managing Aboriginal sites, places and related issues; and in promoting and presenting Aboriginal culture and history.

3.2 Shared cultural heritage

> History takes place across the landscape. It includes the history of the first Australians – Aboriginal people – and **our shared history** since European settlement. Cultural heritage comprises places and items that may have historical, scientific, cultural, social, archaeological, architectural, natural or aesthetic significance. NPWS conserves the significant heritage features of NSW parks and reserves.

Heritage places and landscapes are made up of living stories as well as connections to the past that individuals and communities have inherited and wish to conserve for current and future generations. They can include natural resources, objects, customs and traditions.

Little is known about past European use of the park and further work is required to increase our understanding of this shared cultural heritage.

In 1815 Governor Lachlan Macquarie sent surveyor George Evans on an expedition south-west of Bathurst to find the direction of flow of the Macquarie River. On 23 May 1815 Evans viewed what was to become known as Mount Canobolas and named it Jamieson's Table Mountain. In 1835 Major Thomas Mitchell was the first European to scale Mount Canobolas while searching for the course of the Darling River.

In 1876 Mount Canobolas was set aside as a water reserve for travelling stock and since then has been under some form of reservation. The Canobolas Regional Parklands Reserve Trust administered Mount Canobolas and another 35 crown reserves in the NSW Central West until 1997 when the area was reserved as Mount Canobolas State Recreation Area. In 2002 the NSW Government introduced legislation to change the status of all state recreation areas to state conservation areas.

The park has reportedly been used for some small-scale timber harvesting and stock grazing in the past. It was the site of a proposed water supply dam for the city of Orange and test foundation holes were dug near the eastern boundary of the park. The park may also contain historic transport routes.

These heritage items have not been assessed to determine their historical significance. Before decisions are made about the future management of any of these sites, an assessment of significance is required. Should they be found to be of national or state significance, a conservation management plan will be prepared. For structures of local heritage significance, a heritage action statement may be prepared to guide future management and works.

4 Providing for visitor use and enjoyment

Objective: Provide opportunities for visitors to sustainably enjoy, appreciate and understand the values of the park

State conservation areas are places where biodiversity is conserved, ecosystem function and natural landscapes are maintained, and where places, objects and features of cultural value are conserved. State conservation areas are also places where:

- provision is made for sustainable visitor or tourist use and enjoyment, where it is compatible with the conservation of the state conservation area's natural and cultural values
- provision is made for the sustainable use (including adaptive reuse) of any buildings or structures or modified natural areas
- provision can be made for appropriate research and monitoring.

These fundamental purposes are recognised in the management principles for state conservation areas established under the National Parks and Wildlife Act.

The summit of Mount Canobolas is a significant destination for tourists and visitors to the region. NPWS visitor surveys during peak periods in 2006 revealed that more than 60% of visitors to the summit originate from outside western New South Wales, with approximately 10% of visitors being from interstate or overseas. The surveys also revealed that more than 75% of visitors surveyed spent less than half a day in the park, with many simply visiting the summit for the view and then leaving. Few visitors surveyed stayed to use the picnic areas and walking tracks of the park or camped overnight in the park.

Based on NPWS traffic counter and vehicle surveys, it is estimated that approximately 75,000 people visit the summit each year. Visitation is generally higher in the warmer months of summer and autumn, with a decrease in numbers during the colder months of winter and spring. Public holidays and long weekends, such as Easter, are particularly popular times for visitors. Nearly all vehicles use the Mount Canobolas Road from east of the park to reach the summit (see Figure 1).

4.1 Interpretation and promotion

Promoting the values of the park and its recreational opportunities assists the protection of the natural and cultural heritage of the park, promotes support for conservation and increases the enjoyment and satisfaction of visitors.

As discussed above, many people only visit the park for the views from the summit and do not explore other recreational opportunities in the park. Consequently, information at the summit will be seen by most park visitors and is particularly important to promote the full range of recreational opportunities available in the park, and to make visitors aware of the natural and cultural values of the park and of the threats to those values. New interpretive signage will be developed and installed at the summit and other key visitor destinations in the park.

Other important components of interpretive information and signage, both within the park and online, are the provision of safety and directional (or wayfinding) information.

All new NPWS signs in the park will be consistent with the NPWS Park Signage Manual. A program to upgrade existing NPWS signs will be undertaken.

The importance of Mount Canobolas to the local tourism industry is well recognised by Cabonne Shire, Orange City Council and the local community. NPWS will continue to work cooperatively with local government tourism organisations to ensure the park is appropriately promoted as part of the tourism opportunities in the local area. This may include inclusion of the park in regional tourist drives, appropriate signposting to the park as well as installation of information and interpretive displays at strategic locations within the park.

4.2 Recreation

NPWS parks provide a wide range of visitor opportunities and NPWS aims to ensure that visitors enjoy, experience and appreciate parks while their values are conserved and protected.

Mount Canobolas State Conservation Area has long been used as a recreation area for the people of Orange, and the Mount Canobolas summit has long been a destination for travellers from other areas of New South Wales and interstate. Before reservation of the park, the Canobolas Regional Parkland Trust provided several camping areas, picnic areas and walking tracks.

The park is a significant recreation resource because of its place in the landscape, its natural values, the infrastructure provided and its proximity to a major regional city. The park offers a level of facilities in a bushland setting not available elsewhere in the NSW Central West. Recreational activities undertaken in the park include picnicking, camping, bushwalking, photography, cycling and horse riding.

The primary visitor destination in the park is the summit of Mount Canobolas. In addition to the facilities provided at the summit, the park has a camping area, a number of day use areas and lookouts, and six walking tracks.

At nearly 1400 metres altitude, the summit is usually noticeably cooler than the surrounding countryside, and the windchill factor can be significant. These factors combined with highly variable spring weather can pose potential problems for visitors who are not prepared for cold temperatures or sudden rain. Snowfalls can also cause problems for vehicles accessing the summit because roads can be impassable for 2–3 days at a time.

4.2.1 Vehicle access

Mount Canobolas State Conservation Area has approximately 13 kilometres of roads available for public vehicle use. This includes Mount Canobolas Road and Old Canobolas Road (see Figure 1), which are both public roads administered and maintained by Cabonne Council and not part of the park. It also includes the park roads, Towac Way and Mitchells Way, which are managed by NPWS. There are also several management trails in the park, which are not available for public vehicle access.

Figure 1 shows the public vehicle access routes and management trails. All public access roads in the park may be temporarily closed for operational reasons or where access may present a danger to the public.

4.2.2 Mount Canobolas summit

The summit of Mount Canobolas, at 1397 metres above sea level, offers commanding 270-degree views of the surrounding region and is the major visitor destination in the park.

Not all the summit of Mount Canobolas is within the park, with a small inholding of approximately 0.5 hectares (see Figure 2). While this plan only deals with those parts of the Mount Canobolas summit that are part of the park, NPWS will continue to work with the owners of the inholding and of the infrastructure within it.

Park visitor facilities at the summit currently include carparking, a viewing area, a picnic table and an interpretive display. The summit provides direct access to two walking tracks and indirect access to all but one of the other walking tracks in the park.

The present layout of the summit is rather unattractive and uninspiring and the views from the summit are not matched by the presentation of the site itself. This is partly due to the telecommunications infrastructure present. Moreover, for the volume of visitors to the summit, the site provides inadequate facilities.

The Mount Canobolas summit will be redeveloped in a low-key manner to provide an improved visitor experience and improved visitor safety. The redevelopment will improve traffic flow, parking and toilet facilities and provide lookout platforms and interpretive materials. All facilities will be wheelchair accessible.

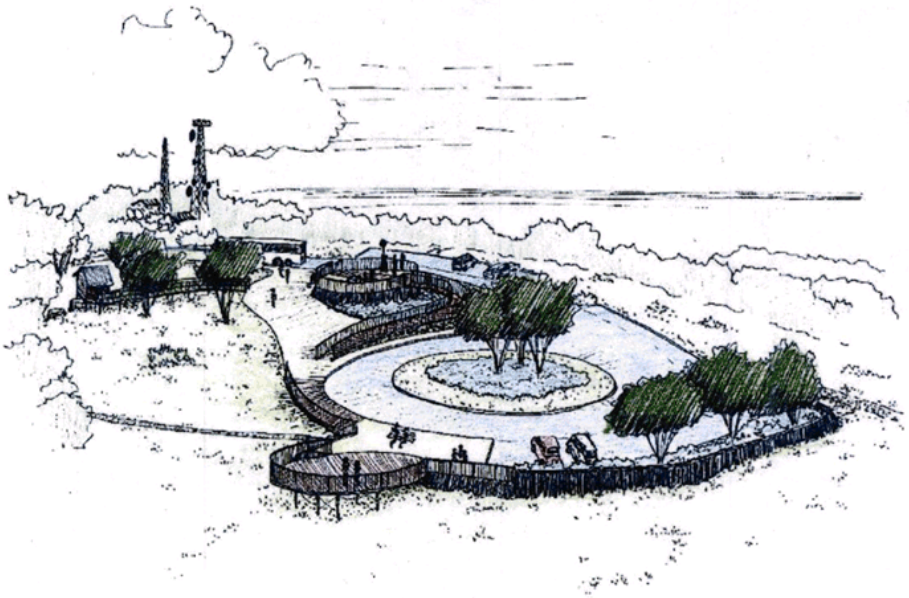


Figure 3. Artist's impression representative of proposed Mount Canobolas redevelopment, looking south (Source: Out in the Open 2001).

Significant telecommunications and other infrastructure is located at the summit of Mount Canobolas, both within the park (see Section 6) and the inholding. This infrastructure affects the visual amenity to and from the site and, to a lesser extent, limits recreational opportunities at the summit.

4.2.3 Federal Falls Camping Area

Provision of camping sites and facilities in parks allows visitors to have a more in-depth experience.

The Federal Falls Camping Area provides for basic camping and day use and, other than the summit, has become the main visitor site in the park. It is wheelchair accessible. The Federal Falls Camping Area offers campers and day visitors a peaceful bushland setting where they can relax and enjoy the surroundings. It is in the centre of the park and is accessible by two-wheel drive vehicles. Visitors need to bring their own water.

As well as offering camping and day use facilities, the camping area provides a track head for the Federal Falls and Snowgum walking tracks (see Section 4.2.5 and Figure 1).

The Federal Falls Camping Area was redeveloped in 2008–2009 to limit damage to the natural and cultural values at the site. Redevelopment included construction of a new toilet block and carpark, and installation of a gas barbeque and shelter, interpretive displays, fireplaces and picnic tables.



Day visitors at the Federal Falls Camping Area. Photo credit: Boris Hlavica, OEH.

4.2.4 Day use areas and lookouts

In addition to the Mount Canobolas summit and Federal Falls Camping Area, three day use areas and lookouts will be maintained in the park – The Walls, Orange View and Towac. All are accessible by conventional vehicle. Existing facilities at the Tea House Day Use Area, located at the entrance to the park on Mount Canobolas Road, will be removed and the site revegetated, unless the site is used as part of the Orange City Council mountain bike proposal (see Section 4.2.6).

Facilities at The Walls, Orange View and Towac are low-key and restricted to carparking and picnic tables. Visitors need to provide their own cooking facilities and water and remove their rubbish when they leave.

Minor works are required to limit environmental impacts and improve the facilities provided. Proposed works include constructing or formalising carparks, installing vehicle barriers to delineate carparks and installing directional and interpretive signage.

Visitor safety infrastructure at the lookouts and elsewhere throughout the park will be upgraded and or maintained to meet relevant Australian Standards and any NPWS infrastructure guidelines.

Several former visitor nodes have already been closed. Although all infrastructure at these sites has been removed, some locations require further work to stabilise them and to effectively close them to vehicle access. Natural regeneration will be encouraged at these sites but rehabilitation works will be undertaken where necessary.

4.2.5 Bushwalking

Bushwalking allows visitors to be in close contact with the environment and can increase understanding and enjoyment of parks and the environment generally.

The walking tracks in the park (see Table 6 and Figure 1) provide a range of length and difficulty. They provide access to a wide area of the park, traversing a variety of vegetation types and lead to some of the park's major natural attractions.

As with all other recreational opportunites, the provision of walking tracks is restricted by potential impacts on the parks natural and cultural values. For example, the Mount Canobolas *Xanthoparmelia* Lichen Community may be vulnerable to disturbance associated with recreational uses such as cycling and walking.

No new walking tracks are proposed. However, the existing walking tracks and associated track head carparks are in various states of repair and require considerable maintenance, upgrading and in some cases tracks require rerouting to limit environmental impacts (see Table 6). Very few walkers are using the Hopetoun Falls Track and this track will be closed.

The walking track grades (see Table 6) identify the suitability of a track for different user groups and abilities. All walking tracks in the park are Grade 3, generally being formed tracks with some steep sections, suitable for beginner walkers, although some bushwalking experience is recommended.



Bushwalkers on Federal Falls Track. Photo credit: Boris Hlavica, OEH.



Bushwalker on Mount Towac Track. Photo credit: Boris Hlavica, OEH.



The Nature Track. Photo credit: Helmut Bernt.



Walkers on the Nature Track, looking towards The Walls and Mount Towac in the background. Photo credit: Boris Hlavica, OEH.

Table 6. Walking tracks in the park

Name (length)	Description of track and issues	Proposed standard [A] and works
Federal Falls Track (4.1 km)	A challenging loop track accessed from Federal Falls Camping Area. Provides access to Federal Falls. • The section of track to the base of Federal Falls requires significant work. • Erosion occurs in several places.	Grade 3 Upgrade section to base of waterfall with new steps and handrails. Install steps on other steep sections. Reroute as required. Install warning signs and/or safety fencing where required. Install directional signage.
Nature Track (2.0 km loop)	A loop walk accessed from The Walls Day Use Area or via Summits Track. Provides excellent views and can be combined with the Summits Track to provide a longer walk. • Some steep sections are eroding. • Sections have been rerouted to avoid impacts on the endangered lichen ecological community.	Grade 3 Reroute and or install steps on steep sections. Reroute any sections affecting the endangered lichen ecological community. Install directional signage.
Summits Track (1.0 km one way)	Connects the summit of Mount Canobolas or Old Man Canobolas with the summit of Young Man Canobolas. This track connects with the Nature Track, Snowgum Track and Spring Glade Track. • The descent to the saddle from Mount Canobolas and the ascent to Young Man Canobolas are badly eroded.	Grade 3 Remediate erosion and install steps. Where necessary reroute steeper sections. Ensure track does not affect the endangered lichen ecological community. Install directional signage.
Spring Glade Track (1.0 km one way)	Spring Glade Track ascends towards the summit of Mount Canobolas. It is a fairly easy walk that connects with the Summits Track to provide access to the Mount Canobolas summit and to the Nature Track. • Lower section is badly eroded.	Grade 3 Remediate erosion and where necessary reroute the lower section. Formalise track head carpark on Mount Canobolas Road. Install directional signage.
Mount Towac Track (0.65 km one way)	Short walking track to the summit of Mount Towac. Access is along Gum Ridge Trail, approximately 250 metres from Towac Way. • Erosion occurs in several places.	Grade 3 Formalise carpark at junction of Towac Way and Gum Ridge Trail. Install additional steps and drains to address erosion. Install directional signage.
Snowgum Track (0.7 km one way)	A short track connecting the Mount Canobolas summit with the Federal Falls Camping Area. Steep in some sections. • Some steep sections are eroding.	Grade 3 Reroute and/or install steps on steep sections. Install directional signage.

[A] The Australian Walking Track Grading System has been used as the basis for this track classification system. For further information on these grades and their relationship to the Australian Standard please refer to the *Users Guide to the Australian Walking Track Grading System* (DSE no date).

4.2.6 Cycling and mountain biking

Cycling can be an exciting, healthy and environmentally sustainable way of exploring the road and trail network of the park. In accordance with NPWS policy, cycling is generally permitted on park roads and on management trails in state conservation areas.

Cycling along the network of public roads, park roads and the management trails shown on Figure 1 is an appropriate use as it is not likely to negatively affect park values. The cycling participation rate in New South Wales increased approximately 17% between 2005 and 2015 and although not part of the park, road cyclists are increasingly using the steep slopes of Mount Canobolas Road to test and improve their climbing ability.

Mountain biking has also grown in popularity in the local area and across New South Wales, and mountain biking opportunities, including the provision of mountain bike single-tracks, are being considered for the park. Single-tracks are narrow often winding tracks only wide enough to accommodate riders in single file.

In 2016, Orange City Council prepared a concept plan to develop a substantial network of mountain bike single-track within the park and on adjoining lands (World Trail Pty Ltd 2016). This concept plan proposes some 63 kilometres of mountain bike single-track in the park, traversing much of the park except for the most environmentally sensitive 'no go' areas east of The Walls Day Use Area. The concept plan also proposes the development of a hub or track head at, or near, the Tea House Day Use Area, located at the entrance to the park on Mount Canobolas Road, to provide riders with facilities such as a café or kiosk, toilets and services such as bike hire, transport shuttles and visitor information. An additional 54 kilometres or more of single-track is proposed for lands adjacent to the park, principally in the adjoining Canobolas and Glenwood state forests.

Orange City Council commissioned an economic assessment for the proposal, which forecast the project would attract 50,000 people each year from its fifth year of operation. If the proposal were to proceed, visitor facilities in the park, such as carparks and toilets, would need to expand to manage the forecast increase in visitors and use and to limit adverse environmental, social and visitor safety impacts.

The plan of management enables the detailed planning and construction of the proposals in the concept plan if conditions are met. These conditions include environmental impact assessment (natural, cultural and social assessment under the *Environmental Planning and Assessment Act 1979*) under state and federal legislation, compliance with NPWS policies and public consultation on the final design.

The concept plan may be adjusted as engineering, environmental and other information arises during the design process. However, any facilities constructed must be consistent with the final version of the design approved by the environmental impact assessment process.

Significant future facility upgrades may only be implemented following update of the concept plan, environmental impact assessment, public consultation and review by NPWS.

Any proposal for the construction of mountain biking single-track and other facilities in the park would be required to meet the *OEH Cycling policy* (OEH 2018), the *Sustainable Mountain Biking Strategy* (OEH 2011) and relevant components of the *Sustainability Assessment Criteria for Visitor Use and Tourism in New South Wales National Parks* (DECCW 2011).

In accordance with NPWS policy and the *Sustainable Mountain Biking Strategy* (OEH 2011) NPWS will assess proposed mountain biking experiences against a set of planning, development and management criteria, including:

- the ecological sustainability of the proposal
- the appropriateness of the location

- the quality of the experience for cyclists
- the need to balance competing visitor demands
- opportunities and demand for cycling across the region, including on other tenures
- visitor safety
- the availability of resources to provide and maintain the experience.

Any proposal for development of mountain biking facilities on park would also need to include support facilities to cater for the expected increased visitor demand, for example expanded carparks and toilets at track heads.

The proposal will also be required to undergo broad public consultation prior to approval and implementation.

If implemented, this proposal will be undertaken by Orange City Council under an agreement with NPWS. Section 151 of the National Parks and Wildlife Act provides for the grant of leases or licences, including a lease or licence to enable activities of a recreational nature and the provision of facilities for that purpose. New agreements for any lease or licence of land, buildings or structures within the park for the purposes of visitor facilities, including mountain bike riding facilities, would be considered as required in accordance with Part 12 of the National Parks and Wildlife Act and the NPWS Property Leasing Guidelines. Before granting a lease or licence, the Minister must be satisfied of the matters identified in section 151B of the National Parks and Wildlife Act. These include: the site suitability and compatibility of the proposal with the natural and cultural values; the sustainable and efficient use of natural resources, energy and water; and the appropriate form and scale of any new building or structures. These criteria are set out in the *Sustainability Assessment Criteria for Visitor Use and Tourism in New South Wales National Parks* (DECCW 2011).

The maintenance and management of any mountain biking single-track facilities will be in accordance with a track management plan that resolves any environmental, safety and social aspects of track use and maintenance. If facilities are operated by a third party, the track management plan will be agreed with the proponent and be part of any authorisation under the National Parks and Wildlife Act.

Licensed operators may provide commercially guided mountain bike tours in the park, including on established single-track under consent and subject to conditions that will help to regulate user numbers, minimise potential conflicts with other users, enhance opportunities for environmental awareness and education, and minimise risks to the safety of inexperienced riders. All commercial groups, irrespective of size, require consent. Similarly, all organised events (e.g. club-based events) also require consent. Non-commercial or recreational groups of more than six riders also require consent. This will assist NPWS to limit impacts.

Proposals for large scale events in the park will be assessed on their merits under operating NPWS policy and guidelines.

As with roads and walking tracks in the park, NPWS may impose temporary closures on mountain biking tracks and facilities to limit environmental impacts or risks to visitor safety. For example, NPWS may close tracks during or after rain or snowfall, when wildfire threatens or at times of very high fire danger, or during other park operations, such as hazard reduction burning, weed spraying and some pest control programs.

Power-assisted pedal cycles, commonly known as e-bikes or pedelecs, up to the output of 250 watts, will only be allowed on management trails in the park.

4.2.7 Horse riding

Horse riding is a popular recreational activity that has cultural associations for many Australians.

In the park, horse riding has tended to be low-key and infrequent, consisting of individuals, small groups and the occasional organised club event. Most horse riding has occurred on the public and park roads and along Gum Ridge Trail in the south-west of the park.

Most organised longer rides are conducted through the surrounding state forests using Gum Ridge Trail as a short-cut to gain access to the base of Federal Falls via the state forest road network. There is no evidence of damage being caused by this low-frequency activity. Horse riding will continue to be permitted in the park subject to restrictions on the number and size of groups, designated routes and frequency of organised group rides. These restrictions will reflect previous patterns of use.

Horse riding will only be allowed on park roads (Mitchells Way and Towac Way) and designated management trails (i.e. Gum Ridge, Glider and Pine Ridge trails), as shown on Figure 1. Horse riding will not be allowed on walking tracks or off-track. Horses and horse riding will not be allowed in camping or day use areas.

The topography and limited trails mean the park is not generally considered suitable for horse riding events or commercial horse riding activities. However, select use of the park by events being run in areas adjoining the park will be considered.

Organised club events, with appropriate public risk insurance, require consent, irrespective of the size of groups. Other non-organised recreational groups of more than six horses also require consent. Although a general maximum of 16 horses is permitted on any ride, organised club events may be permitted to use other management trails on a limited basis of 1–2 events each year and may cater for groups larger than 16 horses.

4.2.8 Fossicking

The Department of Planning and Environment – Resources and Geoscience in NSW regulates fossicking in New South Wales. The park is within the Cabonne Local Government Area fossicking district which means fossickers would not be required to seek consent from mineral exploration licence holders (see Section 2.1.1). There have been no applications made for fossicking in the park since it was reserved.

Fossicking could adversely impact the values of the park, particularly on steep slopes and in those areas where the endangered Mount Canobolas *Xanthoparmelia* Lichen Community occurs (see Section 2.2.1 and Box 1). Given the depth of the mineral deposits, the steep slopes of the park and the potential for disturbance to the threatened lichen community, fossicking will not be allowed in the park.

4.2.9 Group activities – commercial and non-commercial

Group activities can provide opportunities for people who would otherwise not be able to experience the park and can promote environmental understanding and support for conservation. Large groups can, however, have an environmental impact and can restrict opportunities for independent visitors.

Commercial tourism increases the opportunity for public participation in nature-based activities and provides opportunities for professional instruction in the safety and minimal impact aspects of various recreational pursuits.

Demand to conduct commercial operations in the park has been low. Only a small number of commercial operators are currently licensed to undertake tours in the park. Minimal impact activities and or activities that promote appreciation and understanding may be considered for commercial licensing. As Mount Canobolas is a focal point for Orange and surrounding districts, activities linked to local festivals may also be permitted.

The annual Great Volcanic Mountain Challenge is an 11-kilometre walk and fun run from the Pinnacle (outside the park) to the summit of Mount Canobolas via Mount Towac and Young Man Canobolas using park roads and walking tracks. The inaugural event was held in 2006

and this annual, licensed event now attracts many hundreds of entrants. The event is limited to a maximum of 1000 participants. Limited parking and narrow roads have led the organisers to use buses to transport participants from the finish at the summit of Mount Canobolas back to the starting area.

Organised group activities of a commercial nature require licensing under the National Parks and Wildife Regulation.

Under the National Parks and Wildlife Regulation, NPWS consent is also required for 'large' non-commercial organised group activities or gatherings, and for competitive events, training exercises or adventure activities of any size. This recognises the fact that certain activities and large groups can have a significant impact on parks, their wildlife, other users and park neighbours.

The definition of a large group varies according to the activity and its location. Consequently, those participating in activities with the potential for higher impacts will need to have smaller group sizes than those involved in activities with lower impacts.

All activities must be consistent with the management principles of the park and be compatible with the natural and cultural heritage values of the park. Applications will be assessed in accordance with relevant NPWS policies and procedures.

5 NPWS infrastructure and services

Objective: NPWS infrastructure meets the needs of management and has minimal environmental impact

Objective: NPWS infrastructure that is no longer required is decommissioned and removed

NPWS aims to ensure that park infrastructure and assets are necessary and strategically and operationally efficient. NPWS will assess the types, location and quality of NPWS infrastructure provided, considering factors such as the relevance and performance of assets, and will determine priorities for asset management. This may lead to further capital investment, bringing existing assets up to current standards, maintaining assets at standard, or the decommissioning or disposal of assets (OEH 2015).

NPWS is responsible for much infrastructure in Mount Canobolas State Conservation Area. These assets include visitor facilities, such as park roads, day use and camping areas, lookouts and walking tracks and park signage (see Section 4). NPWS is also responsible for other assets, such as management trails, park gates, boundary fencing and water tanks that are integral to management of the park.

A network of **management trails** is maintained for fire management, pest animal and weed control, monitoring and research, and emergency access (see Figure 1). Standards for these trails varies with their strategic classification (NSW RFS 2017), which is identified in the park fire management strategy (OEH 2014b). NPWS will investigate and, if appropriate, construct an additional management trail on the western side of the park (see Section 2.2.4).

Sections of the **boundary fence** with neighbouring properties have been replaced since reservation. Although not required under the *Dividing Fences Act 1991*, NPWS encourages a cooperative approach towards sharing fencing responsibilities. NPWS has provided fencing material to neighbours to support boundary fencing. Current fences are generally in good repair and their condition will be monitored over time. However, some sections of the boundary fence are in poor condition and allow neighbouring livestock to enter the park. NPWS will work with neighbours to maintain the park in a stock-proof condition.

Boundary **gates** are strategically located to provide authorised access for park management, such as fire management. They restrict public vehicle access to some management trails to ensure the trails remain serviceable for park management activities and to maintain visitor experiences for walkers, cyclists, horse riders and other non-motorised users. Unauthorised access associated with illegal activities can have a negative impact on the environmental values of the reserves and neighbouring property and assets.

Measures to reduce the environmental impacts associated with unauthorised entry into the park may include gating and locking vehicle access points, maintaining boundary fencing, and compliance and enforcement programs, including cooperative programs with police and the local council.

Two large **water tanks** are located in the park, and are principally used as water supplies for firefighting and weed control.

6 Non-NPWS infrastructure and services

Objective: Non-NPWS uses and activities have minimal impact on park values and are appropriately licensed

Mount Canobolas State Conservation Area, like many other state conservation areas, national parks and nature reserves, contains a variety of infrastructure or assets that are owned, operated and maintained by other parties. All such uses must be authorised to occupy and use the park, to ensure appropriate management arrangements are in place.

A substantial amount of **telecommunication infrastructure** has been installed on the summit of Mount Canobolas. The towers and associated buildings contain or facilitate a wide range of services, including television, radio, telephone, mobile phone, emergency services, private radio networks and air navigation beacons. The towers on the northern side are within the park, whereas the towers on the southern side are located on an inholding of Commonwealth land and not within the park.

Several organisations manage the telecommunications infrastructure and associated power supply. Leases are in place for all major telecommunications providers.

To limit further impacts on the visual amenity, additional towers will not be constucted in the park unless there are no feasible alternatives. Construction of any new buildings or other ground structures for telecommunications infrastructure will only be permitted within the existing fenced compounds at the summit of Mount Canobolas.



Bushwalkers at Mount Towac. Telecommunications infrastructure on Mount Canobolas is clearly visible in the background, Photo credit: Boris Hlavica, OEH.

Existing trenching on the summit of Mount Canobolas has capacity for installation of additional underground **optical fibre cables**. New trenching for underground optical fibre cables will only be permitted at the summit once existing trenching have reached capacity.

An overhead **powerline** supplies the telecommunications infrastructure on the summit of Mount Canobolas. This enters the park from the north, generally following Old Canobolas Road. Upslope of Mount Canobolas Road, a naturally surfaced four-wheel drive trail runs adjacent to the powerline to the summit. This management trail (shown as Powerline Trail on Figure 1) will be retained for powerline maintenance and park management purposes.

Underground ducting has already been installed from Mount Canobolas Road to the summit and partial or complete burial of the powerline will be encouraged for fire protection and management. Burial of the powerline may be undertaken where it is deemed appropriate, necessary and environmentally acceptable.

Another powerline enters the park from the east, providing power to the private property inholding (see Figure 1).

Easement and maintenance agreements for these powerlines through the park, and for the associated substation on the summit, will be established with the electricity supply authority.

All infrastructure construction works and any associated works involving ground disturbance will be subject to environmental impact assessment.

Appendices

Appendix A Legislation and policy

The following laws and policies apply to how we manage our parks (this is not a complete list):

NSW legislation

- *National Parks and Wildlife Act 1974* and NPW Regulation
- *Environmental Planning and Assessment Act 1979*
- *Biodiversity Conservation Act 2016*
- *Heritage Act 1977*
- Other NSW laws may also apply to park management:
- *Work Health and Safety Act 2011*
- *Local Land Services Act 2013*

Commonwealth legislation

- *Environment Protection and Biodiversity Conservation Act 1999*

NPWS policies and strategies

A range of NPWS policies and strategies may also apply to park management:

- Park management policies – http://www.environment.nsw.gov.au/topics/parks-reserves-and-protected-areas/park-policies
- Regional pest management strategies – http://www.environment.nsw.gov.au/pestsweeds/RegionPestManagement.htm
- Fire management strategies – http://www.environment.nsw.gov.au/topics/parks-reserves-and-protected-areas/fire/fire-management-strategies

Other laws, policies and strategies may also apply; please contact NPWS for advice.

Appendix B Scientific names of native plants and animals mentioned in the text

Abbreviation	Meaning
BC Act	*Biodiversity Conservation Act 2016*
EPBC Act	*Environment Protection and Biodiversity Conservation Act 1999*
V	Vulnerable
CE	Critically Endangered

Native plants

Common name	Scientific name	Status	
		BC Act	EPBC Act
	Asterolasia rupestris subsp. *rupestris*		
	Prostanthera gilesii	CE	
Apple box	*Eucalyptus bridgesiana*		
Black sallee	*Eucalyptus stellulata*		
Blackwood	*Acacia melanoxylon*		
Blakely's red gum	*Eucalyptus blakelyi*		
Brittle gum	*Eucalyptus mannifera*		
Broad-leaved peppermint	*Eucalyptus dives*		
Candlebark	*Eucalyptus rubida* subsp. *rubida*		
Common fringe-myrtle	*Calytrix tetragona*		
Dean's wattle	*Acacia deanei*		
Erect guinea-flower	*Hibbertia riparia*		
Green wattle	*Acacia irrorata* subsp. *irrorata*		
Hill fireweed	*Senecio hispidulus*		
Hoary guinea flower	*Hibbertia obtusifolia*		
Long-leaved box	*Eucalyptus goniocalyx*		
Mountain gum	*Eucalyptus dalrympleana* subsp. *dalrympleana*		
Mountain mirbelia	*Mirbelia oxylobioides*		
Myrtle tea-tree	*Leptospermum myrtifolium*		
Narrow-leaved peppermint	*Eucalyptus radiata* subsp. *radiata*		
Red box	*Eucalyptus polyanthemos* subsp. *polyanthemos*		
Red stringybark	*Eucalyptus macrorhyncha*		

Common name	Scientific name	Status	
		BC Act	EPBC Act
Ribbon gum	*Eucalyptus viminalis*		
Scaly phebalium	*Phebalium squamulosum*		
Sifton bush	*Cassinia arcuata*		
Silver-leaf candlebark	*Eucalyptus canobolensis*	V	E
Snow gum	*Eucalyptus pauciflora*		
Snowgrass	*Poa sieberiana*		
Spinning gum	*Eucalyptus perriniana*		
Sticky cassinia	*Cassinia uncata*		
Sticky hop-bush	*Dodonaea viscosa*		

Native animals

Common name	Scientific name	Status	
		BC Act	EPBC Act
Birds			
Dusky woodswallow	*Artamus cyanopterus cyanopterus*	V	
Flame robin	*Petroica phoenicea*	V	
Grey currawong	*Strepera versicolor*		
Little eagle	*Hieraaetus morphnoides*	V	
Scarlet robin	*Petroica boodang*	V	
Varied sittella	*Daphoenositta chrysoptera*	V	
Mammals			
Agile antechinus	*Antechinus agilis*		
Eastern bentwing-bat	*Miniopterus schreibersii oceanensis*	V	
Greater glider	*Petauroides volans*		V
Yellow-bellied glider	*Petaurus australis*	V	
Yellow-bellied sheathtail-bat	*Saccolaimus flaviventris*	V	
Invertebrates			
Mount Canobolas velvet worm	*Cephalofovea pavimenta*		
Mount Canobolas flatworm	Undescribed species		

Appendix C Vegetation communities of the park

Common name and description	Values
Snow gum – mountain gum grassy woodlands and tall open forests	
Covers 52% of the park. Found at higher altitudes (above 900 metres above sea level) or in protected areas dominating the central parts of the park. Soils vary but are primarily chocolate brown. As well as snow gum and mountain gum other canopy species include silver-leaf candlebark, ribbon gum, brittle gum, narrow-leaved peppermint, broad-leaved peppermint, red box, long-leaved box, blackwood and green wattle. Tall open forests (up to 50 metres tall) dominated by mountain gum and ribbon gum are associated with creek lines with deep soils. Grassy woodlands dominated by snow gum and silver-leaf candlebark occur on upper slopes and crests on primarily shallow soils.	This community includes the Tablelands Snow Gum Grassy Woodland and the Tableland Basalt Forest endangered ecological communities. Likely to be at the north-western limit of its distribution. The woodland community has been dramatically affected by an intense fire in 1985, which has resulted in a massive germination of a cohort of snow gum.
Stringybark – peppermint shrubby open forests and woodlands	
Covers 26% of the park. Found primarily on shallow but moist soils, from 1000 to 1340 metres above sea level. On less exposed sites, the community is dominated by broad-leaved peppermint and is 20–30 metres tall. On drier, more exposed sites, the community is dominated by red stringybark and only reaches heights of 15–20 metres. A wide range of associated canopy species includes silver-leaf candlebark, mountain gum, snow gum, apple box, candlebark, narrow-leaved peppermint, Blakely's red gum, green wattle and blackwood.	Although widespread and well conserved, with occurences in the Blue Mountains, Kanagra Boyd and Kosciusko national parks and parks in Victoria, the occurrence in the park is significant owing to the unusual assortment of associated species and the community being at its north-western geographical limit.
Grasslands and grassy open woodlands	
Covers 15% of the park. Found above 1200 metres altitude on shallow moist soils. Examples are usually small and patchily distributed within the snow gum – mountain gum grassy woodlands and tall open forests community. Where present, trees within this community may include snow gum, silver-leaf candlebark, mountain gum, blackwood, green wattle and Dean's wattle. Shrubs such as sticky cassinia and sifton bush occur occasionally. Snowgrass dominates the ground cover.	Across much of its range, this community has been cleared for agriculture or degraded by grazing and inappropriate fire regimes. It is poorly conserved across its range. This community includes the Tablelands Snow Gum Grassy Woodland endangered ecological community.

Common name and description	Values
Outcrop low open woodlands	
Covers approximately 4% of the park. Distribution scattered and disjunct through the park, from 1100 to 1360 metres altitude. Soils are always skeletal. Where present, the tree canopy is low (5–10 metres tall) and consists of silver-leaf candlebark, mountain gum and green wattle. Shrubs present include sticky cassinia, scaly phebalium, mountain mirbelia, sticky hop-bush, myrtle tea-tree and hoary guinea flower. Soil development and time since fire affect this community. Where there is little or no soil development, or where there are no substantial cracks in exposed rock, shrubs do not develop or at least do not form dense stands. Trees can invade where there is soil development and or at rock outcrops with a lowered frequency of fires.	This community is vulnerable to inappropriate fire regimes and to trampling by people.
Outcrop heaths and shrublands	
Covers approximately 2% of the park. Found as highly disjunct and small patches throughout the park, on skeletal soils. Shrub layer is 1–3 metres tall and includes common fringe-myrtle, mountain mirbelia, sticky cassinia and erect guinea-flower. Where little or no soil development occurs, or where there are no substantial rock cracks, shrubs do not develop or do not form dense stands. Frequent fire may decrease shrub cover and increase development of fire-tolerant herbaceous vegetation making this community more like Outcrop low open woodlands.	Likely to be wholly restricted to the park and its surrounds. Vulnerable to inappropriate fire regimes and disturbance by people. Contains unique bryophyte communities, including the endangered Mount Canobolas *Xanthoparmelia* Lichen Community, which occurs on rock faces and shallow soils on rock pavements.
Waterfall low open woodlands	
Covers less than 1% of the park. Patches occur at Federal and Hopeton falls. Primarily an open shrubland with an assortment of herbs. Stunted long-leaved box occurs where soil development is better, particularly on the margins of exposed rock surfaces. The scree slopes at the base of the falls have the occasional taller ribbon gum, a few shrubs and a dense ground cover of hill fireweed.	Blackberry is a serious problem within this community.
Disturbed creeklines	
Covers 1% of the park. Highly disturbed creek lines occur in the lower reaches of Towac Creek and a minor creek line that leaves the north-eastern corner of the park.	As its name suggests, this community is highly disturbed and infested by weeds and requires substantial management effort. It is the only community in the park in which black sallee occurs.

Common name and description	Values
Dominant tree species include ribbon gum, black sallee, snow gum and mountain gum.	

Source: Hunter (2000, 2002).

Abbreviations

Abbreviation	Meaning
BC Act	*Biodiversity Conservation Act 2016*
EEC	Endangered ecological community
EPBC Act	*Environment Protection and Biodiversity Conservation Act 1999*
NPW Act	*National Parks and Wildlife Act 1974*
NPWS	National Parks and Wildlife Service
NSW	New South Wales

Glossary

The terms listed in this glossary have specific meanings in this plan of management.

Term	Definition here
Asset protection zone	Area where the overall fuel hazard is maintained at moderate or below, often by mechanical means (e.g. mowing or slashing). The objective of an asset protection zone is to protect human life and property, and this objective takes precedence over biodiversity conservation in these zones.
Land managent zone	Area of land zoned to meet relevant land management objectives.
Management trail	Vehicle trail that forms part of the park, maintained by NPWS for park management purposes. These trails are not available for public vehicle access. They are available for public use by walkers and cyclists, and some are available for use by horse riders.
Park road	Road that forms part of the park, maintained by NPWS for public vehicle access.
Public road	Road that is not part of the park and maintained by NSW Roads and Maritime Services or a local council for public vehicle access.
Single-track	A narrow track for cycling, only wide enough to accommodate riders in single file.
Single-use track	A track that is only available for one type of use only, for example, a walking track that is for use by walkers only.

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