Partnership with families
9th November to 13th November 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* comparing the operation of our managements systems and our staffing arrangements against the Government’s exceeding ‘governance’ measures. If you’d like more information about the practices required to achieve exceeding please let me know
* reviewing our Acceptance and Refusal of Authorisations Policy and Fees Policy.Summaries follow:

**Acceptance and Refusal of Authorisations Policy**

Except in the case of emergencies, authorisations must be provided in writing for:

* Administration of medication, medical treatment, and ambulance transportation
* Excursions including regular outings
* Photographing children and where relevant posting photographs on service social media account
* Collection of children by people other than parents (authorised nominees)
* Disclosure of a child’s personal information where this is not legally required or families would not expect the disclosure

Verbal authorisations allowed if:

* there is a medical emergency (authorisations are not required for asthma and anaphylaxis emergencies)
* parents or authorised nominees are unable to collect a child before the service closes and authorise an alternate person to collect the child (we must be able to identify person)

**Fees Policy**

Includes information about:

* booking/enrolment fee
* how and when fees must be paid (eg in advance, weekly or fortnightly, pupil free days, when child is sick or on holidays)
* arrangements for Child Care Subsidy
* what must be included in statements of entitlement
* invoices and receipts
* notice required to terminate enrolment
* service fees including late fees
* process for recovering overdue fees.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them.

We value any feedback you may have.

Nominated Supervisor