

Breaches of Centre Policy

All parents/carers are required to certify they are aware of the centre's policies on enrolment.

All policies are available for perusal by any parent/carer.

Centre policy may be changed or altered by the SMOOSH executive but the changes are not retrospective.

An attempt will be made to advise all families where policies are changed.

The Breaches of Centre Policy is implemented based on three levels of breach.

- Initial breach of policy
- Second and ongoing breaches of policy
- Continual breaches

The centre tries to be accommodating to allow for one off situations arising out of uncontrollable events but these events will still register as a breach.

Initial breach of Policy-once per term

On the occasion of the first breach of Policy the following actions are to occur:

- A verbal reminder of the centre's policy in relation to the breach. Emphasis to centre on the reasons that the policy exists:
 - licensing and insurance
 - duty of care of the child
 - Relevant legislation pertaining to child services and child protection.
- A copy of the relevant Policy is to be e-mailed to the family in question.

This action is taken on the basis that the breach is a one off which arises due to unforeseen circumstances.

Second breach of late policy-once per term

On the occasion of further breaches of Policy the following actions are to occur:

- A verbal reminder of the centre's policy in relation to the breach. Emphasis to centre on the reasons that the policy exists:
 - licensing and insurance
 - duty of care of the child
 - Relevant legislation pertaining to child services and child protection.
- A documented list of the policy breaches, showing dates and times of the breaches of the policy, is to be e-mailed to the family in question AND copied to the committee.
- A copy of the relevant Policy is to be e-mailed to the family in question with highlighting of the clause in relation to potential consequences of further breaches.

These actions are taken to ensure we are proactive in our management of the centre and show that we comply with legislation re:

- Duty of care of the children
- Occupational Workplace and Safety requirements in respect of our staff
- Our license and operating obligations

Continual Breaches-third per term

On the occasion of continual breaches of Policy (after the first two phases have been actioned) the following actions are to occur:

- A letter of show cause (see the template attached) sent to the family, from the committee, documenting the Policy breaches and advising them that we have now commenced the official exclusion process based on repeated breaches of centre policies.
- Committee to nominate two liaison officers to be the official conduit between the family and SMOOSH. All communication is to go through this channel with no exceptions. A formal record/diary will document **all** of these communications (verbal, electronic or written) to ensure there is no dispute around any communication.

These actions are taken to ensure we are proactive in our management of the centre and show that we comply with all of the regulatory legislation re:

- Duty of care of the children
- Occupational Workplace and Safety requirements in respect of our staff
- Our license and operating obligations

Copies of communication to be filed for record keeping purposes.