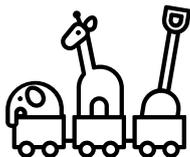


IN THIS ISSUE:

- NQF REVIEW
- COMPLAINTS POLICY
- PROBLEM SEXUAL BEHAVIOUR
- BUSHFIRE PREPAREDNESS
- USING VIDEO SURVEILLANCE
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WE'VE MOVED

The QARD Central Office moved to new offices on Monday, 20 February. Our Central Office staff telephone numbers are changing.

Please contact us on **1300 307 415** or email us:

licensed.childrens.services@edumail.vic.gov.au

Our mailing address is still the same: GPO Box 4367, Melbourne, Vic 3001.

NQF changes start in October

NQF REVIEW OUTCOMES



Changes are coming to the National Quality Framework (NQF) later in 2017. This is after a review of the National Partnership Agreement on the National Quality Agenda for Early Childhood Education and Care.

The review, which began in 2014, considered if the NQF was being met in an effective and efficient way.

The sector, families and communities were consulted on proposed changes to the NQF. The review found the NQF is important and successful. It has strong support across the sector, but needs some technical and operational improvements to keep it current.

Changes to the National Law and Regulations will take effect 1 October 2017 (except in WA). A revised National Quality Standard will take effect in all states 1 February 2018.

We would like to thank everyone who contributed to the review of the NQF.

The Department of Education and Training will work with the sector to prepare for these changes. More information, guidance and resources will be released over the coming months.



- View the entire [Decision Regulation Impact Statement](#)
- Visit the ACECQA website to [read a summary of the changes](#).
- Keep watching our newsletter for more updates.

Do you have a complaints policy?

REQUIRED POLICIES



What am I required to do?

Services have an obligation to notify the Department of any complaints alleging a contravention of the Regulations or raising concerns about children's safety, health or wellbeing.



What is the legislative requirement?

The Regulations require approved education and care services to have a policy and procedure for dealing with complaints (regulation 168 (2) (o)).

The NQS also assesses processes the service has in place to ensure all grievances and complaints are addressed, investigated fairly and documented in a timely manner.



Making sure everyone knows about the policy

Services should ensure this policy is reviewed regularly and communicated to all educators, staff and volunteers.

Services should also ensure families are aware of the complaints handling policies and procedures and given opportunity to comment at the time of review.



Where can I get help?

We have [further information on our website](#) about raising and managing complaints in childcare or children's services..

NEW FACTSHEET



Problem Sexual Behaviour

Sexual behaviour is a part of children's learning and development. But sometimes it is hard for staff and educators to know what is age appropriate behaviour and what may be problem sexual behaviour. We recently [published a factsheet providing more information](#) on this important topic.

CHECKING IN

CAN WE CONTACT YOU?

Services can check and update their emergency contact details through [NQA ITS](#) by completing a *Notice of Change to Information About An Approved Service (SA12)*.

Bushfire preparedness for every childcare activity

BUSHFIRE EMERGENCY MANAGEMENT



What is emergency management?

All early childhood services are required to ensure that every reasonable precaution is taken to protect children from harm and hazard likely to cause injury, that includes responding to bushfire activity.



What is the legislative requirement?

All services must have an emergency and evacuation policy and procedure.



What do I need to do?

The approved provider of each NQF service must:

- Ensure that their emergency and evacuation floor plan and instructions are clearly displayed on the premises at all exits.
- Ensure that current emergency policies and procedures are available for inspection.
- The service must have ready access to an operating telephone (or other communication method) to enable immediate communication.



Where can I get help?

Resources for developing an emergency management plan:

- The [Country Fire Authority](#) publishes community Information guides and fire danger warnings.
- Services can contact their local QARD regional Office or alternatively contact 1300 307 415 or licensed.childrens.services@edumail.vic.gov.au

ENROLMENT RECORD FACTSHEET UPDATED



No Jab, No Play

Our role in relation to the No Jab, No Play laws is to oversee the compliance of early childhood services with recording health information for each child enrolled at the service. More specifically a child's enrolment record must comply with requirements of the National Regulations (162(i)) or Children's Services Regulations 2009 (regulation 34 (h)).

The [Enrolment Record factsheet](#) has recently been updated about the 'No Jab, No Play' immunisation requirements.

Advice on video surveillance in early childhood services

VIDEO SURVEILLANCE GUIDELINES



What is video surveillance?

Video surveillance means a service is using surveillance cameras for the purpose of observing and recording images of children and staff within the early childhood service.



What is the legislative requirement?

Approved providers and licensees may consider obtaining independent legal advice about how the use and collection of personal information in the form of visual images complies with the legislative privacy requirements under the *Victorian Privacy and Data Protection Act 2014*, *Education and Care Services National Law Act 2010* and *Children's Services Act 1996*.



What do I need to do?

Approved providers and licensees will need to ensure parents and staff are provided the following:

- that recordings will be taken, camera locations, and purpose
- when recordings will be taken, storage and duration to be kept
- who has access to recordings and for what purpose
- a copy of the service's policy regarding surveillance.
- Use of video surveillance should also be reflected in enrolment policies and procedures, together with written authorisation of consent.



Where can I get help?

- Frequently Asked Questions (FAQ) on [surveillance of children and staff in education and care services](#).
- The [Surveillance Devices Act 1999](#) (particularly sections 6 and 7)
- Early childhood services can contact their local QARD regional office or alternatively contact 1300 307 415 or licensed.childrens.services@edumail.vic.gov.au

CONTACTS

KEEPING IN TOUCH

1300 307 415

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