



IEG Staff Handbook



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Welcome

Congratulations on your appointment and welcome to the Imagine Education Group! We are excited to have you onboard and we look forward to seeing the positive contributions you will bring to the business.



We inspire children to develop a lifelong love of learning.



About Us

Imagine Education Group started operating in 2009 and today we successfully manage over 60 education centres across Queensland, New South Wales, Victoria, Tasmania and South Australia.

Our full-service management group works in consultation with Approved Providers, Centre Directors and Educators to achieve the best outcome for each individual centre, their families and the community.

Role of the Support Office

As a member of the support office, you will contribute to providing management services and support to each of our centres, including their directors and educators.

Collectively, we are dedicated to empowering childcare centres to thrive by providing comprehensive management solutions tailored to the unique needs of early learning services.

Our expertise spans enrolments, operations, marketing, maintenance, people and culture, human resources, training and professional development, pedagogy and curriculum, new build centres and development, compliance and quality, as well as information and technology.

We partner with leadership teams at each childcare location to ensure seamless day-to-day operations, exceptional service delivery, and outstanding outcomes for children and families. Our expectation is that all members of the support office are committed to go above and beyond to support and collaborate with our centres to shape the future of early childhood education.





OUR BRANDS

Imagine Education Group manage 60+ childcare centres under the umbrella of 6 trusted brands, across Queensland, New South Wales, Victoria, South Australia and Tasmania. We are passionate about inspiring children to develop a lifelong love of learning, by providing the best teaching practices and early learning environments. We partner closely with our staff to ensure that we meet the needs of families and our local communities.



Children First
Early Education

IMAGINE
Childcare



Grow
Early Education



Ashton's Place
IMMERSIVE LEARNERS

Imagine
Education Group
Investing in Imagination

Our Vision

To inspire children to develop a lifelong love of learning, by providing the best teaching practices and early learning environments.



Core Values

Safety:

To ensure children's education, safety, and well-being is paramount at all times.

Collaboration:

To educate and support families in their parenting role.

Growth:

To further educate, support, and respect each valued team member to reach their full potential and career goals.

Community:

To provide an education and support hub for families in our local community.

Diversity & Inclusion:

To support and embrace inclusion, and diversity, and ensure that Australia's Aboriginal and Torres Strait Islander cultures are valued.

Constant Improvement:

To display and practice a strong commitment to continually improving.

Quality:

To practice and embrace a strong pedagogical focus on the Abecedarian Approach, consisting of language as a priority, enriched caregiving, conversational reading, and learning games.

Organisation Structure

MANAGEMENT SERVICES

Our holistic management services cover all aspects of running a centre, from staff training and professional development, through to roster reviews and cost analysis, ensuring that each centre is operating within industry standards.

Our aim is to partner with Approved Providers, Centre Directors and Educators to raise the benchmark for early childhood services in Australia. To achieve this, we have a range of specialised departments, each working collaboratively to deliver exceptional service and support across all facets of our operations.

ENROLMENTS

Our Enrolment Specialists are dedicated to guiding families through the enrolment process with expertise and care. Many team members have early childhood education backgrounds, ensuring informed support for new families.

This team manages all aspects of enrolment, from initial inquiries and centre tours to waitlist management, document processing, and start date coordination. Centre Medical Support provide additional support for children with special requirements, ensuring a smooth transition.

By centralising enrolments, we achieve high conversion rates while allowing Centre Directors to focus on daily operations.

OPERATIONS

Our Operations Team provides multi-tier support to our centres through a structured management approach. This consists of, operation support managers and specialists who offer onsite assistance.

With OSMs overseeing approximately 5 centres each, they provide dedicated support and maintain strong community connections. Their proximity to centres allows for regular visits and hands-on guidance.

The Operations Team ensures effective centre management by implementing proven systems, mentoring staff, maintaining compliance with policies and regulations, overseeing budgets, and fostering open communication with families. Additionally, they support centres with Quality Improvement Plans (QIP), assessment and rating preparation, and application of policies and procedures, ensuring high operational standards.

PEOPLE AND CULTURE

Our People and Culture Team is dedicated to recruiting, supporting, and retaining top early childhood professionals. Given the shortages across the industry, our team specialises in talent acquisition to ensure we attract the best candidates.

We provide an end-to-end recruitment service, including job postings, application screening, interviews, reference checks, onboarding, training, and employee engagement initiatives. By managing recruitment, we allow Centre Directors to focus on managing the daily operations of their centre.

Our team leverages strong connections with Registered Training Organisations (RTOs), universities, and TAFEs to source qualified educators. Additionally, our partnership with the Imagine Education Australia vocational college ensures a continuous supply of trained professionals.

THE VIP TEAM

Our Human Resources (HR) Team provides support and advice to centres, ensuring a positive and productive work environment. They collaborate with Centre Directors and OSMs to provide people-focused support and solutions across a wide range of HR functions, including employee relations, performance management, workplace health and safety, and compliance with employment legislation. The HR team plays a key role in maintaining a high-performing and engaged workforce across the organisation.

TRAINING AND PROFESSIONAL DEVELOPMENT

We offer custom, up-to-date early childhood workshops that inspire and support our teams. Our Training Team helps centre management with professional development through lunch and learn sessions, out-of-hours training, and hands-on mentoring.

We provide Regulatory Requirements Training in areas like Active Supervision, Medication Administration, Child Protection, Safe Environments, and more, including NSW and VIC Child Safe Standards and Safe Sleeping.

A key part of our program is the 3a Professional Practitioner Program, which helps Educators provide the highest quality care. In partnership with the Melbourne Graduate School of Education, our 3a Trainers ensure our Educators follow The Abecedarian Approach Australia, which underpins our educational philosophy and supports children's learning and development.

START UP SERVICES

Our Start Up Team specialises in preparing newly built centres for a smooth handover to the Centre Director and their team. Their work includes unpacking deliveries, assembling flat-packed items, setting up resources in classrooms, and completing necessary licensing for a seamless opening. With a focus on efficiency, the team ensures each centre is ready to open the day after service approval, allowing families to enrol and occupancy to grow right away.

PEDAGOGY AND CURRICULUM

Our Curriculum and Pedagogy Team plays a key role in shaping the educational experience across our centres. They design curricula that align with the National Quality Framework (NQF) and meet the diverse needs of children. Working closely with Educational Leaders, they help develop a curriculum that demonstrates the full planning cycle under the NQF.

The team ensures that our educational programs are guided by the Early Years Learning Framework (EYLF), which emphasises play-based learning, holistic development, and the importance of relationships in learning. They also consider varying state-based frameworks, such as the Victorian Early Years Learning and Development Framework (VEYLDF) and the Queensland Kindergarten Learning Guidelines (QKLG).

In addition to curriculum design, the team promotes reflective practice, encouraging Educators to continuously improve their teaching approaches. Through ongoing reflection, Educators evaluate how their interactions, environments, and learning experiences align with children's needs and developmental outcomes. The team provides professional development to support this process, ensuring that pedagogical approaches are evidence-based, inclusive, and adaptable to the evolving landscape of early childhood education.

FINANCE

Our Finance Team handles all financial aspects of centre operations centrally, ensuring operational efficiency through strategic financial management. They provide services such as roster and wage analysis, forecasting, and KPI reporting. Additional support includes:

- Roster and wage analysis
- Child Care Subsidy (CCS) support
- Kindergarten funding and program reviews
- Occupancy forecasting and modelling
- Payroll
- Accounts receivable and payable
- Service debt management
- Centre budget monitoring and KPI reporting
- BAS preparation
- Profit and Loss, Balance Sheet reporting
- Weekly and monthly reports
- Accounting and bookkeeping

COMPLIANCE AND QUALITY

Our Compliance and Quality Team ensures our centres meet strict quality, safety, and operational standards, prioritising the well-being and development of children. They focus on adhering to regulations like the National Quality Standard (NQS) and the Education and Care Services National Law and Regulations. The team supports operations in preparing for assessments and ratings, ensures compliance with the NQF and Child Care Subsidy requirements, and liaises with authorities on behalf of Approved Providers and Nominated Supervisors. They also monitor health and safety standards, staff qualifications, and child protection policies, conducting regular assessments and audits to maintain a safe, supportive learning environment.



MARKETING

Our Marketing Team offer tailored solutions to drive family inquiries and increase brand awareness. They collaborate with Centre Directors and OSMs to create customised Local Area Marketing Plans and national brand campaigns for each centre. Their services include:

- Social media content planning and implementation
- Photography and videography
- Digital, newspaper, radio, and TV advertising
- Public relations and event planning
- Email campaigns and copywriting
- Graphic design and signage (permanent/temporary)
- Customer review campaigns and management
- Community engagement and letterbox drops
- Search engine optimization (SEO), blogs, and promotions
- Competitor analysis and printing



DEVELOPMENT AND CONSTRUCTION PROJECT MANAGEMENT

Our Development Team handle property identification, design, construction, and overall project management, ensuring each childcare centre optimises value and meets market and regulatory needs. Their expertise spans from planning and feasibility studies to project execution, collaborating with architects, engineers, and local authorities to deliver high-quality developments.

Their town planning knowledge ensures centres are strategically located and designed to meet community needs while complying with regulations, including site analysis, zoning, and infrastructure planning. The team oversees every project phase, ensuring timely, budget-friendly completion and integration into the local community, delivering functional, sustainable, and attractive childcare centres.

MAINTENANCE AND FACILITIES

Our Maintenance and Facility Department ensures our centres are safe, clean, and welcoming. They handle routine maintenance and repairs of buildings, classrooms, playgrounds, and equipment, as well as manage services like cleaning, safety checks, and waste management. The team also implements preventive maintenance to address issues before they disrupt operations, creating a functional environment that supports the well-being of children and enhances the quality of care.

INFORMATION AND TECHNOLOGY

Our Information and Technology Team drives innovation and operational efficiency by developing and managing advanced technological solutions. They ensure the smooth operation of IT infrastructure, network security, and data management, while integrating cutting-edge technologies to improve productivity and service delivery. The team also provides technical support and training to staff across centres and the Support Office, ensuring effective use of technology.

CENTRE MANAGEMENT

We encourage our centres to operate autonomously by giving them support and guidance to make centre specific decisions about the way their centre runs. We put in place policies, procedures and practices to be adhered to but rely on our Centre Directors and Leadership teams to operate and oversee their centre.

THE FOLLOWING GOVERNANCE STRUCTURE APPLIES FOR ALL OF OUR CENTRES:



Important Day to Day Information

OPENING HOURS

Our Imagine Education Group support office is located at 13 Benowa Road, Southport 7:00am to 5:00pm, Monday to Friday

Our childcare centres each have varying operating hours spanning from 6:30am to 6:30pm, Monday to Friday. Before visiting a centre confirm the operating hours with the Centre Director.

KEY CONTACTS

Refer to the **Operations Contact List** for email addresses and phone numbers for key contacts across the operations and support office.

DRESS CODE

All employees, across head office and our centres, are expected to maintain a professional and appropriate appearance. As representatives of Imagine Education Group, we are role models and leaders within the early education community, and this should be shown within our presentation both onsite and over video communication.

CENTRES

If you are a support office employee visiting or working out at a centre, ensure that you adjust your attire to suit the centre dress code. This includes wearing non-slip shoes for safety and practical clothing suitable for interaction with children. Additional guidelines for centre dress code are below.

Shirts: Company uniform shirt (if allocated), collared shirts, blouses, professional tops, or appropriate T-shirts.

Shorts, Skirts and Pants: Navy blue or black dress shorts, skirts and slacks of a reasonable length (close to the knee). No denim, activewear, tracksuit pants, cargo pants or tight shorts are to be worn.

Shoes: The best footwear for work is black, flat, 'sensible', enclosed, and slip resistant which firmly fits the foot and provides support.

Hats, Jewellery, and Accessories: Company uniform hat (if allocated) to role model SunSmart guidelines. Visible body piercings to be removed or covered, except for earrings which should not pose a safety hazard.

Hair and Nails: Long hair tied back to reduce risk to safety. Nails must be short, clean and well-maintained.

SUPPORT OFFICE

All support office and support employees must wear business casual attire, ensuring neat and clean clothing. The goal is to maintain a polished and professional appearance by following the guidelines below.

Shirts: Collared shirts, blouses, professional tops, or appropriate T-shirts.

Shorts, Skirts and Pants: Dress pants, slacks, knee-length or below the knee skirts or shorts, or professional denim jeans free from rips.

Footwear: Closed-toe shoes, dress shoes, professional sandals, or professional sneakers.



Pay and Leave

ONBOARDING

Prior to commencing work, you will be sent the following onboarding forms through our internal HR system called IntelliHR:

- Pre-onboarding forms: personal details, banking information, tax file number declaration and superannuation fund details.
- Onboarding documents: compliance documents, induction checklist, fair work information statements, relevant policies.

It is important that your onboarding through IntelliHR is completed before commencing work, or on your first day of employment at the latest, to ensure that it is received on time for your first pay period.

PAYMENT OF WAGES

Your weekly pay period is Monday to Friday, with payments processed the following Tuesday. Depending on bank processing times and who you bank with, you should receive funds each week on Tuesday evening.

Each week you must submit a timesheet through HumanForce to your manager for approval. Discuss with your manager when timesheets should be submitted for review and approval to meet payroll processing timeframes.

PAY SLIPS

Each week on a Tuesday your pay slip will be sent to your personal email address.

Updating Personal and Payroll Details

If you need to change or update personal or payroll details, you can update this yourself in IntelliHR.

If you need to change your name in IntelliHR, you will need to send an email to payroll with your proof of identification documentation and they will update this on your behalf.

UPDATING PERSONAL AND PAYROLL DETAILS

If you need to change or update personal or payroll details, you can update this yourself in IntelliHR.

If you need to change your name in IntelliHR, you will need to send an email to payroll with your proof of identification documentation and they will update this on your behalf.

WORKING HOURS

Your regular working pattern, including your days and hours of work each week, are outlined in your Contract of Employment. Refer to your Contract for information about your employment type (permanent full time, permanent part time or casual) and your regular working pattern.

If you have any questions about your regular working pattern, days and hours of work, or breaks, contact your manager or Human Resources.



LEAVE

To find information about your leave and entitlements, please refer to:

- [Imagine Education Group Staff Leave Policy](#)
- Your Contract of Employment
- [Fair Work Ombudsman website](#)

If you are unable to attend work for any reason, our expectation is that you will notify your manager prior to, or at the latest, upon the commencement of your shift. In this notification you should communicate the reason you cannot attend work and the estimated duration of your absence.

ANNUAL LEAVE

If you intend to take annual leave, communicate the dates and duration of your intended leave with your manager in advance. Submit a **Leave Request Form in HumanForce** to your direct manager or team leader to seek approval for your leave dates.

Your manager will consider the operational requirements of the team when assessing your leave request. In some instances, your leave may not be granted, and your manager will discuss this with you in line with the **Staff Leave Policy**.

PERSONAL LEAVE

If you are unable to attend work due to illness or to care for a sick immediate family member, you must notify your manager over the phone as soon as possible.

In some instances, you may be required to provide a medical certificate or other evidence to be entitled to paid personal leave. Please refer to the **Staff Leave Policy** for information on when evidence must be supplied.

After you have notified your manager and supplied supporting documentation (if required), you must complete a **Leave Request Form in HumanForce**.

PARENTAL LEAVE

Staff who become pregnant must notify their manager as soon as possible. It is important that the company is aware when staff are pregnant to ensure their wellbeing and safety in the workplace.

The **Staff Leave Policy** outlines the leave entitlements and documentation required for staff intending to take parental leave.

OTHER LEAVE

For information about all other types of leave (e.g. Compassionate Leave, Family and Domestic Violence Leave, Long Service Leave), please refer to the **Staff Leave Policy** and the [Fair Work Ombudsman Website](#).

Policies

POLICIES AND PROCEDURES

Imagine Education Group have a framework of policies and procedures that outline the guidelines and expectations that all employees are to adhere to in the workplace. It is important that you familiarise yourself with our policies and procedures that relate to you and your employment.

CODE OF CONDUCT

Imagine Education Group's **Code of Conduct** guides the behaviour, ethical position and interactions that employees and the community should adopt at all times. The expectations for staff and volunteers are as follows:

- Fulfil your job requirements professionally and to the best of your ability;
- Act with honesty and integrity at all times;
- Carry out your work duties in accordance with company policies and procedures;
- Understand your reporting responsibilities and legal obligations in terms of child protection issues;
- Follow the grievance procedure if necessary; and
- Treat all people equally, respecting individual values, beliefs and cultural differences.

CHILD SAFE STANDARDS

Child Safe Standards are adhered to at all times.

BEHAVIOUR

All Imagine Education Group employees are expected to maintain professional and appropriate conduct at all times. Any form of unacceptable behaviour will not be tolerated in the workplace and may result in disciplinary action. Examples of unacceptable behaviour are:

- Violence,
- Aggression,
- Discrimination,
- Harassment,
- Sexual harassment,
- Victimisation,
- Bullying, or
- Any behaviour that is against the law or contradicts the company's values, policies, or the terms of your employment contract.

COMMUNICATION

As an employee of Imagine Education Group you are expected to always communicate appropriately and in line with the **Communication Policy**. Appropriate communication includes but is not limited to:

- Maintaining professional and open communication with colleagues and stakeholders, including families of children;
- Employing a teamwork approach and communicating effectively with other staff;
- Ensuring that language used in the workplace, or outside the workplace if representing a centre, is appropriate and not offensive to any person;
- Never yelling, raising your voice, or swearing at colleagues or stakeholders.



Performance and Development

PERFORMANCE MANAGEMENT AND REVIEWS

Imagine Education Group is committed to creating a work environment that maximises individual and team performance, values all staff members and helps to contribute to the care and education of children.

Performance review meetings are viewed as an opportunity for each staff member to plan proactively for the year ahead. Each employee will participate in a performance review meeting every 6 months (March and September).

The *Reflective Practice and Guidance Policy* provides guidance for employers and management on monitoring performance, planning and reviewing work objectives, and recognising staff and achievements.

TRAINING AND DEVELOPMENT

We encourage all staff to actively participate in relevant training and development opportunities to improve skills, knowledge and capability. If you identify a need for training or are interested in further development, raise this in your performance review meeting with your manager.

REPORTING CONFLICTS OF INTEREST:

As an employee of Imagine Education Group you have a responsibility to disclose any actual, potential, or perceived conflicts of interest to management using a *Conflict of Interest Declaration Form*. For more information about what constitutes a conflict of interest and how they are managed, refer to the *Conflict of Interest Policy*.

PREVENTION OF WORKPLACE DISCRIMINATION, HARASSMENT OR BULLYING

Imagine Education Group are committed to ensuring that all staff work in an environment that is safe, and free from discrimination, harassment and bullying.

At work employees have the right to:

- feel safe;
- be listened to;
- be involved in decisions that affect them;
- have cultural values respected;
- not be unjustly discriminated against;
- have their best interests considered; and
- be free from bullying or harassment of any kind.

Employees are responsible for ensuring that:

- respect is shown for each other, students, volunteers and any other adult visitor to any centre;
- adopt safe work practices at all times; and
- inappropriate behaviour, unsafe situations, and harm is reported immediately to management.

We are also committed to providing equality for all people employed or seeking employment within the Imagine Education Group. All staff will be given the same opportunities to participate in professional development training, apply for promotions or transfers within the company, and seek support for ongoing growth and development within their career.

More information can be found in the *Workplace Discrimination, Harassment, Bullying and Equal Opportunity Policy*.

GRIEVANCES AND COMPLAINTS

All staff grievances and complaints are investigated and responded to confidentially, professionally, and promptly, in line with the *Staff Grievance and Complaints Policy*.

In the event of an incident that leads to a staff grievance or complaint, employees should first address the matter with the other person involved (if appropriate) and inform their manager. If it is not appropriate to address the matter directly with the other person, the issue should be reported to their manager.

If the grievance or complaint is about management, the matter should be escalated and reported to someone in a higher management role or the Human Resources Team.

After receiving the report, management, higher management or the Human Resources Team will investigate the matter in line with the *Staff Grievance and Complaints Policy*.

Pending the outcome of the investigation, disciplinary action may be taken in accordance with the *Counselling and Discipline Policy*.



Employee Benefits

STAFF DISCOUNT ON CHILDCARE FEES

Our staff have access to a 75% discount on their childcare fees gap when their children are enrolled at one of our centres. To commence the discount and review the terms and conditions, complete a **Staff Discount Agreement Form**.

SCHOLARSHIP PROGRAM

Training and professional development through our learning management system - Each staff member is supported with their training and professional development through the Imagine Education Group scholarship program, this includes regulatory training of First Aid, CPR, food and Fire Safety.

CONFIDENTIAL INFORMATION

All information and documentation relating to the operation of the business, families, children, employees, students and volunteers must remain confidential and stored securely.

In addition to this, employees are not permitted to answer medial enquiries or speak with the media about the company, or anyone engaged with the company (including families, children, employees, students and volunteers). Any media enquiries made over the phone must be passed onto higher management and no comment should be made.

Employees must exercise caution when using company and personal social media accounts, ensuring that their online activity does not compromise confidential information or harm the company's reputation. Employees must follow these social media guidelines:

- Do not disclose sensitive or confidential company information on social media.
- Do not post discriminatory, defamatory, or offensive content related to colleagues, families, children, or the company.
- Do not post any content on personal social media accounts about the company or feature company branding unless authorised.
- Employees responsible for managing official company social media accounts must follow approved communication guidelines.

For more information, refer to the **Confidentiality Policy**.

Workplace Safety

Imagine Education Group is committed to protecting the health and safety of all individuals in the workplace. We have an **Occupational Health and Safety Policy** in place that is important for not only children, families, staff and visitors at our centres, but also relates to every person who enters our premises or uses company equipment. This policy, along with our other safety rules, guidelines, policies and procedures, allows us to identify health and safety hazards, control the risk to health and safety, and prevent injury and illness in the workplace.

SAFETY RESPONSIBILITIES

Imagine Education Group and our centres have a duty of care for the health and safety of individuals at work. In addition to our primary duty, as an employee you have the responsibility to take reasonable care for your own health and safety in the workplace, as well as the safety for others around you. To uphold this responsibility, it is expected that you will follow all safety rules, guidelines, policies and procedures. Collectively, we can reduce risks and ensure a safe working environment for all.



Incidents

REPORTING

If you see something, say something. If there is a safety incident in the workplace, first report it to your supervisor or manager. Promptly after the incident and when it is safe to do so, complete an **Incident Report Form**. Use this form to report incidents, injuries, hazards, near misses, damage to property, and damage to equipment.

IF YOU GET INJURED AT WORK

If a work-related injury or illness happens to you, you should:

1. Let your supervisor or manager know what has happened as soon as you can.
2. See your doctor or go to hospital (for immediate or serious incidents) for initial treatment.
3. Obtain a Certificate of Capacity from your treating doctor and provide a copy to your supervisor or manager.
4. Complete an Incident Report Form as soon as possible and provide a copy to your supervisor or manager.
5. Work with the business to make a Workers Compensation Claim.
6. Work with your treating doctor to recover from your injury or illness with the support from your Claim Case Manager, IEG Manager and Human Resources Team, and Rehabilitation Manager (if allocated).

EMERGENCY PROCEDURES

All Imagine Education Group offices and centres are fitted with fire detectors, fire safety equipment, and emergency alarms. Emergency evacuation maps are posted at emergency exits to display evacuation paths, assembly areas, fire extinguishers and fire hose reels. Ensure that you familiarise yourself with the evacuation map displayed at your normal work location.

In the event of an emergency an alarm will sound to alert staff and other people at the workplace. Await instructions from management/emergency wardens before evacuating the premises. Upon being directed to evacuate, follow the steps below:

1. Gather important personal belongings;
2. If able, assist others who may need help;
3. Calmly proceed towards the nearest emergency exit;
4. Exit the building and gather at the nearest assembly area;
5. Do not leave the assembly area or attempt to re-enter the premises until directed by management/emergency wardens; and
6. Await further directions from management/emergency wardens and Emergency Services.

FIRST AID INFORMATION

All Imagine Education Group offices and centres have staff trained in first aid and first aid kits on site. Below are the locations of the first aid kits at our support office locations:

- **Benowa Road, Southport:**
In the Staff Hub (Kitchen)

Our centres are each equipped with a large first aid kit with extensive supplies and smaller first aid kits in each classroom. For locations of first aid kits onsite speak with the Centre Director.

VISITING CENTRES

It is important for all support office staff to prioritise safety while visiting our centres. Centres are dynamic environments with unique hazards and risks. It is important that all visitors sign in at our Sign In and Out Kiosk located within the Centre.

TRAVELLING TO CENTRES

When travelling to a centre when it is not your usual place of work, ensure that you:

- Hold a valid drivers licence;
- Plan trips in advance;
- Check weather conditions before departing;
- Drive to the condition of the road and the environment around you;
- Follow all road rules;
- Do not use mobile devices when driving; and
- Take regular breaks on long trips.

FACILITY EMERGENCY INFORMATION

When you arrive at the centre, ensure that you familiarise yourself with the centre's:

- Emergency procedures;
- Emergency evacuation maps;
- Locations of emergency assembly points;
- Locations of emergency exits; and
- Location of first aid kits.

In the event of an emergency follow the instructions of the Centre Director.





INTERACTING WITH CHILDREN

When visiting our centres, you will encounter children. Always engage with them warmly and positively, using active listening, thoughtful responses, and appropriate language. Familiarise yourself with the **Interactions with Children Policy** for more information. We adhere to the Safe use of Digital Technology and Online Communication Policy along with the Child Safety and Wellbeing Policy.

Ensure that children are always handled appropriately and avoid lifting or carrying children whenever possible. If under special circumstances you need to lift or carry a child, ensure that you use correct lifting techniques. Review the lifting techniques, safety controls and other information included in our **Manual Handling Policy** and **Lifting and Carrying Children Policy**.

For a number of reasons, infectious illness, viruses and diseases can spread rapidly in early childhood education and care services. To minimize the risk of spreading or contracting illnesses in centres, ensure that you:

- Review the **Infectious Diseases Policy** before your visit;
- Check with the Centre Director about any alerts or exclusion periods at the centre before arrival;
- Do not visit the centre if you are feeling unwell or have any adverse symptoms;
- Adopt good hygiene practices, including washing hands upon arrival, departure and at regular intervals; and
- Maintain a social distance from centre staff and children where possible.

SLIPS, TRIPS AND FALLS

When walking around the centre, ensure that you:

- Wear appropriate footwear in line with the centre dress code information provided in this handbook;
- Do not rush or run in or around the centre;
- Be aware of your surroundings, including spills and toys that may be on the floor, and children that may be crawling or walking around the area; and
- Report any hazards immediately to the Centre Director.

CCTV SURVEILLANCE

To ensure safety and the security of our centres we have CCTV systems installed. Among other things, this is to ensure that our centre is a safe and secure place for our children, parents, guardians, families, visitors, employees, contractors and members of the public. Cameras are installed within centres, in reception areas, in each childcare room and at certain entry points.

The system is not designed for the surveillance of our people, rather it has been installed for:

- the safety of our people and guests;
- monitoring the security of our premises;
- the protection of the Centre's assets;
- the prevention, investigation and detection of crime; and
- the apprehension and prosecution of offenders (including the use of images in criminal proceedings).

The system is passive in that we are not actively monitoring the feeds but will refer to them should there be an incident.

For further information about the use of CCTV and the measures to protect privacy, please refer to the **CCTV Surveillance Policy**.

ERGONOMICS

Maintaining safe desk ergonomics is important for comfort, productivity, and long-term health. When working at a desk, whether it be from the office, one of our centres or from home, ensure that:

- Your chair supports your lower back and is adjusted to a height where your feet rest flat on the floor or on a footrest.
- Your monitor is at eye level, about an arm's length away.
- Your keyboard and mouse is positioned to keep your wrists straight and shoulders relaxed.
- You take regular breaks to stand, stretch, and rest your eyes to reduce strain and fatigue.

If you have any concerns about your desk or workstation, discuss this with your manager.

WORKING FROM HOME

All work from home arrangements must be agreed upon between the employee and their manager. If you would like to request work from home, familiarise yourself with the Work From Home Policy and discuss options with your manager.

DRUGS, ALCOHOL AND MEDICATION

All staff must follow the guidelines set out in the **Drug and Alcohol Policy**.

All staff are expected to be fit for duty for scheduled work and be able to perform their duties safely and acceptably at all times, without being limited due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications, or any other substance. Random drug testing is carried out across our locations to enforce this. If you have reasonable cause to suspect that someone is under the influence of alcohol or drugs on company property you must notify management immediately.

Imagine Education Group strictly prohibits the use of, unlawful manufacture of, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs or alcohol on company property. In addition to this, staff are not permitted to smoke or vape on or around centre premises. If smoking or vaping away from the premises, staff must ensure they are not wearing company uniform or badges.

Staff who are prescribed medication must consult their doctor or pharmacist to assess any potential negative impact on job performance and safety. Any potential risks, limitations, or restrictions requiring duty modifications or reassignment must be reported to management with medical verification.

Systems and Technology

COMPANY EQUIPMENT AND SYSTEMS

All company IT equipment and systems are managed by Dodds Technology Solutions.

REPORT AN ISSUE

To report an IT issue, contact Dodds Technology Solutions and lodge a ticket via:

Email: Send an email to support@doddstechsolutions.com.au with your name and contact number, your work location, description of the issue, and the level of urgency.

Phone: Call 07 5620 1190.

ACCEPTABLE USAGE

Employees must ensure they are using company IT equipment and systems in line with the following guidelines:

- Use company IT equipment and systems for work-related purposes only.
- Do not use IT equipment and systems for personal use, including social media and chat sites.
- Do not install unauthorised software or systems without IT approval.
- Keep passwords secure and do not share login credentials.

- Follow Safe Use of Digital Technology and Online Communication Policy
- Do not use company IT equipment or systems to access or distribute inappropriate, offensive, or illegal content.
- Do not use company IT equipment or systems to engage in activities that are against the law or contradict the company's values, policies, or the terms of your employment contract.
- All software, hardware, computer programs, and data stored on company devices remain the property of Imagine Education Group and must not be copied or removed under any circumstances.

Inappropriate usage of company IT equipment and systems may result in disciplinary action.

PERSONAL DEVICES AND COMMUNICATION EQUIPMENT

In the workplace you must keep all personal phones, devices and communication equipment on silent and with personal belongings. They should not be used throughout the day when in the workplace or centres. This includes for the purpose of making calls, sending messages, and accessing the internet and social media.



Child Safety and Regulations

NATIONAL POLICY CONTEXT

Australia’s Early Childhood Education and Care (ECEC) sector is guided by national policies to ensure high-quality, accessible, and affordable services. It is important that all employees of childcare providers understand the national policy context for ECEC to ensure compliance with regulations, maintain service quality, and assist with access government funding. As a support office employee, you should be familiar with this so you can help and guide our centres to operate efficiently, meet legal obligations, and provide families with affordable, high-quality education and care.

Awareness of policies such as the National Quality Framework (NQF) and Child Care Subsidy (CCS) enables childcare providers to support families effectively, streamline enrolment and financial processes, and contribute to positive outcomes for children. By staying informed, childcare providers can enhance their operations, maintain financial sustainability, and deliver services that meet national standards.

The National Policy Context for ECEC is made up of the following:

- National Quality Framework (NQF): The NQF sets consistent standards across Australia, including:
 - National Quality Standard (NQS) – Benchmarks for education, safety, and staffing set by the Australian Children’s Education and Care Quality Authority (ACECQA).

- Approved Learning Frameworks – Guidelines for children’s learning and development (Education.gov.au).
- Assessment & Compliance – Services are regulated by state authorities and overseen nationally by ACECQA.

Child Care Subsidy (CCS): The CCS reduces childcare costs based on income, activity level, and service type. Additional support is available for families in hardship (Services Australia).

Workforce and Operational Requirements:

- Educator qualifications & ratios – Ensuring quality care (ACECQA).
- Service approvals & funding compliance – Providers must meet subsidy and reporting obligations (Services Australia).

CHILDREN OF STAFF ONSITE

We understand that from time-to-time employees may need to have their children onsite. If you are based in our support office and would like to bring your child to work, you must seek approval from your manager in advance. If you are based in one of our centres and your child is not enrolled in the service, you must seek approval from the Centre Director in advance.

CHECKS FOR WORKING WITH CHILDREN

All staff, volunteers, contractors and visitors (excluding parents) who enter a childcare centre must possess the required Working with Children Check Clearance. This clearance varies depending on the state you are in, please see details below:

Victoria: <http://www.workingwithchildren.vic.gov.au/>

Western Australia: <https://workingwithchildren.wa.gov.au/>

Queensland: <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

New South Wales: <https://www.service.nsw.gov.au/transaction/apply-working-children-check>

South Australia: <https://screening.sa.gov.au/types-of-check/working-with-children-check>

Tasmania: <https://www.cbos.tas.gov.au/topics/licensing-and-registration/work-with-vulnerable-people/check-the-status-of-application-or-registration>

If you normally work in the support office and are required to visit one of our childcare centres, check with your manager if you are required to provide this clearance.

EMPLOYEE ACKNOWLEDGEMENT

I, , acknowledge that I have read and understood the Imagine Education Group Handbook.

Having read this document and the linked policies and resources, I agree to follow the guidelines and procedures outlined.

Employee Name:

Employee Signature:

Date: