

EAST MARDEN PRIMARY SCHOOL

# Out of School Hours Care Policies & Procedures

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## Introduction

East Marden Primary School Out of School Hours Care service provides before school care, after school care, pupil free day and vacation care to school aged children from reception to year 7. This OSHC service is licensed to a maximum of 150 places per session for all types of care.

Facilities accessible by OSHC during operational hours include the OSHC room, gymnasium, junior primary building, library, a covered outdoor learning area, the oval, and 3 outdoor adventure playground play spaces.

The Governing Council of East Marden Primary School is the Approved Provider of OSHC. The Director is the Nominated Supervisor for the OSHC service.

A service information brochure should be read in conjunction with the Parent Handbook, which is designed to provide practical guidelines for parents and their children attending the service.

# Service Vision

*“East Marden OSHC strives to be the best  
Out of School Hours Care service in the community.”*

## Service Philosophy

**East Marden Out of School Hours Care is dedicated to:**

- 1.** Consistently deliver a quality educational children’s program for the community that meets and exceeds all standards of the National Quality Framework.
- 2.** Foster positive relationships between all stakeholders of the service.
- 3.** Establish a partnership between families, the school and OSHC to ensure that children feel safe, secure and respected as they find strong links between these settings.
- 4.** Engage in ongoing reflective practice through a process of planning, observation and evaluation to ensure that best practices are delivered to cater for the needs, interests and diversity of children.

# Service Operation Hours

**Before School Care – 6:30am-8:30am**

**After School Care – 3:00pm-6:10pm**

**Vacation Care / Pupil Free Day – 6:30am-6:10pm**

**Service Closed on Weekends & Public Holidays**

## Contact Details

**Phone: 08 8336 4980**

**Mobile: 0423 025 790**

**Fax: 08 8337 6249**

**School: 8337 6170**

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# ACCESS TO THE SERVICE POLICY

**Policy Statement:** Access for families and children to East Marden Primary School OSHC will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:99, 158, 168(2)(f)

## Links to National Quality Standard:

- 2.3.2 Every reasonable precaution is taken to protect children from harm or any hazard likely to cause injury
- 7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly

## Policies and Procedures

### Family Access

- Enrolments will be subject to Commonwealth Government Priority of Access Guidelines when there are more families requiring care than places available.

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 and study test

Priority 3 – Any other child

## Enrolments

- Enrolments will be accepted according the Commonwealth Government 'Priority Access' Guidelines. Each enrolling family must complete an enrolment form. On enrolment, parents will be given a 'Parent Handbook', advised about Access to Service Policies and asked to complete the enrolment form. A bond deposit must be paid before care may commence (see Fees Policy)
- A child may be enrolled in OSHC once they have commenced school and can continue to use the service until they commence High School
- If a place is not immediately available at the service the family may be put on a waiting list. Once entered on to the waiting list the family will be encouraged to contact the service on a regular basis to confirm their continued wish to remain on the list. When a place becomes available, the family will be contacted by the Director.
- Families must notify the service of any changes in details, contacts and circumstances to ensure that information is current and correct.

## Authorisation for Collecting Children

- Families must provide a minimum of 3 authorised persons. The names and contact numbers of all persons authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent as soon as possible.
- A person authorised to collect a child from OSHC must be 18 years of age or over. A request for proof of identity may be requested by staff upon collection.
- Children will only be collected by authorised adults nominated by parents on enrolment form.
- If an unauthorised person attempts to collect a child, staff will contact the custodial parent and obtain his or her authorisation. The child will not be released until the custodial parent's authorisation has been obtained.

## Attendance Records

- A record of attendance is kept at the service, and includes the full names of each child attending, arrival/departure times, and signature of the educator and/or parent depending on the session of care booked.



## Signing In and Out of Service

- All authorised persons of 18 years and over may collect and sign out children from the service. It is at the educators' discretion to determine whether an authorised person is capable of appropriately collecting and caring for the child.
- The time of arrival and departure will be clearly recorded along with an educator's, and parent/ guardian's signature.
- During **Vacation Care** parents must sign in children upon arrival and sign out upon collecting.
- During **Before School Care** parents must sign in children upon arrival. Children will be signed out by educators each morning before releasing to class.
- During **After School Care** educators will sign children in. Parents must sign children out before collection and departure.
- Staff members will ensure that all children have been signed out at the end of each day. If a child is not signed out, educators will check all areas of the school to ensure no child remains.

## Late Collection

- Parents who are unable to collect their child prior to closing time must contact the service to advise of their lateness and expected time of arrival. Another responsible adult should be arranged to collect the child as a result of emergencies that prevent the parent from collecting the child. The emergency arrangement will be documented and signed by the Nominated Supervisor.
- If the parent has not contacted the service and the child has not been collected by closing time, staff will telephone the parent. If the parent cannot be reached, staff will contact the emergency contact persons listed on the child's enrolment form to arrange for the child's immediate collection.
- If no authorised persons can be contacted and the child has not been collected 30 minutes after the services closing time, Crisis Care will be contacted and take responsibility for the child. A notice will be posted on the services entrance with the relevant telephone contact numbers and the police will be advised of this action.
- A late fee will apply for children not collected after the service's closing time. (See Fees Policy)

## Family Contact

- Staff will communicate with parents/ guardians regularly regarding children's development to foster a positive and supportive relationship. Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents/ guardians equally. Without legal documentation, staff cannot act as though one parent is more appropriate than another to have the legal rights of their child.
- Families will have access to the Director at any reasonable time to discuss any concerns regarding their child. This may be on the spot, by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.
- Parents/ guardians may visit the centre at any reasonable time whilst their child is in care.
- Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:
  - Parental responsibility remains with both parents jointly and individually except where it is altered by a Parenting Order. In the absence of a Parenting Order the child will be released to either parent.
  - A Parenting Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent/ guardian has maintenance liabilities for the child (Maintenance Order), and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
  - Where a non-enrolling parent cites a Parenting Order giving him/herself lawful access to the child, the Parenting Order must be produced for inspection by the Director. The enrolling parent will be telephoned both to check the existence of the Parenting Order and to be informed about the situation.
  - The child will only be released into the care of the parent with Parental Responsibility
  - In the case of a parent/ guardian arriving at the service to collect their child in a visibly intoxicated or otherwise unfit state to drive, the parent/ guardian will be encouraged to contact an alternative adult to drive them and their child home or the service will offer to ring a taxi. If the unfit parent/ guardian insists on taking the child, the police may be informed.
  - Where human life is at risk any part of the above may not be able to be complied with. In such circumstances the police will be immediately informed.

## Visitors

- Visitors may be invited into the service as part of the children's program. They could include: local people with a skill, art or experience; members of the Fire Brigade, Police Department, or a medical or nursing profession.
- All community visitors to the service must make an appointment with the Director.
- Any unwelcome visitor/person will be calmly asked to leave the service. Refusal to leave will necessitate the Director calling the police for their removal. Staff will not at any time try to physically remove an unwelcome person.

## Students and Volunteers

- The service may offer student placements to:
  - High school students who wish to gain work experience as part of their school program
  - Students undertaking early childhood or child care training at college or university level
- All student placements will be negotiated through the Director.
- Students will be provided with clear guidelines in relation to their responsibilities and code of conduct whilst at the service.
- Volunteers may be included in the services program if this is considered appropriate by management. Potential volunteers will be interviewed by the Director to discuss what positive contribution they could make.
- All volunteers will be given clear guidelines in relation to their responsibilities and code of conduct whilst at the service.
- Volunteers and students are supplementary to staff requirements and will not be used to replace absent staff unless they are on the service's payroll as casual staff.

## Professional Access

- Professional access to the service will be at the discretion of the Director or Management Committee. If it involved children, the parent's written consent will be required.

- Professional or officials who may require access include:
  - Union representatives
  - Family and Youth Services Officers
  - Police Officers (with warrant)
  - WHS Inspectors
  - Department of Education, Training and Employment Officers
  - Officers of the Department of Health and Family Services or Centrelink
  - Officers from the Registration Board (EECSRSB)

# FEE POLICY

**Policy Statement:** East Marden Primary School OSHC Service aims to provide a high quality OSHC service at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Governing Council each year, on completion of the annual budget and according to the service’s required income.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168

## Links to National Quality Standard:

- 7.3 Administrative systems enable the effective management of a quality service

## Policies and Procedures

### Setting Fees

- The Governing Council Finance Committee will recommend a fee level to be presented to the Governing Council for ratification.
- The fee level will be reviewed each year.
- Families will be given 30 days notice of any fee increase.

### Sessions and Fees

Type of Care	Times	Fee
Before School	6:30am-8:30am	\$11
After School	3:00pm-6:10pm	\$18
Vacation Care	6:30am-6:10pm	\$50
Pupil Free Day	6:30am-6:10pm	\$50
Early Finish	2:00pm-6:10pm	\$18

## Child Care Subsidy Payments

- Application for Child Care Subsidy is made through the Family Assistance Office (FAO) situated within Centrelink offices. The FAO will determine the rate of subsidy paid to the family based on the family's combined gross income and work/study activity level.
- It is the parents' responsibility to have their eligibility for Child Care Assistance assessed by Centrelink, and to notify the FAO of any changes that might affect their CCS.
- CCS payments will be paid directly to the service in accordance with Australian Government requirements.
- Processing of CCS payment is dependent on providing the correct Child Reference Numbers (CRN) and date of birth of each individual to the service.

## Bond Fee

- A bond of \$100 is required for the first child upon enrolment; \$50 per extra child.
- The bond will be used to finalise any outstanding amount when families leave the service. If there is no amount outstanding, the bond will be reimbursed to the family.
- If families had care cease as a result of an overdue account, the full amount must be paid in full before care can recommence. If the bond has been used to cover the outstanding amount, a new bond of \$100 will be required.

## Late Collection Fee

- The closing time for the service is 6:10pm Monday to Friday.
- A late collection fee of \$1 is charged for every minute after the closing time.
- Repeated lateness may result in suspension of care.

## Billing Procedures

- Details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records through the Director.
- Invoices will be issued via e-mail on Monday each week.

## Payment for Accounts

- Fees can be paid directly to the OSHC service in the form of cash, credit card or Eftpos. Fees may also be paid online via bank transfer, or the QKR app.
- Payments are due within seven days of the issued date of the invoice.

## Overdue Accounts

- Non-payment within the seven days will result in an overdue notice.
- If there is no compliance with the overdue notice, a final notice will be posted advising that care will be suspended until outstanding payment has been paid up to date.
- The full amount owing must be paid before care can recommence.

# Governance and Management of Service Policy

**Policy Statement:** The East Marden Primary School Out of School Hours Care Service will provide a quality OSHC service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents, and staff in the operation of the service. The Governing Council will ensure that decisions are made in a proper way (in accordance with its constitution) and in the best interests of the service.

## **Relevant Legislation:**

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## **Policies and Procedures**

### **Roles and Responsibilities:**

The **Governing Council** is the employer of OSHC staff and responsible for:

- Merit based selection and recruitment of the Director, Assistant Director and permanent staff
- Occupational Health, Safety and Welfare
- Contracts of employment
- Children's Services Award 2010
- Ensuring that all staff have current police clearance certificates and all relevant training
- Appointing an OSHC Management Representative (from within elected Governing Council Members)

The **Principal** is responsible for:

- Management and support of non-teaching staff employed by the council
- Director and Assistant Director inductions
- Performance and Development for the Director and Assistant Director

The **Director** is a member of the OSHC Management Committee and is responsible for:

- Leadership and Management of service and staff
- Ensuring quality care is delivered by the service
- Generating OSHC reports for Governing Council
- Employment of Casual Staff
- Staff Induction
- Training and Professional Development of staff
- Undertaking performance reviews of staff

**OSHC Management Committee** is responsible for:

- Advocating for children and parents who use the service
- Establish and evaluate the Service's philosophy and goals
- Implement policies and procedures
- Upkeep of facilities, equipment and resources
- Make recommendations to the Governing Council for endorsement

**Governing Council Finance Committee** is responsible for:

- Audits
- Reports
- Budgets
- Setting Fees
- Purchase Reviews
- Viability of service



## OSHC Management Committee

- The Governing Council will ensure that the service is managed in accordance with Department of Education, Training and Employment and Department of Health and Family Services requirements.
- Decisions about the overall management of the service will be made at committee meetings and ratified by the Governing Council. The best interests of the families and service will always take priority in determining decisions.
- A member of the Governing Council will represent the Governing Council on the OSHC management committee.
- All new members of committees with responsibility for operating or managing the OSHC service will be oriented into their roles and responsibilities. Returning committee members will provide new members with support and encouragement.
- Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities for input into the management of the service.
- The committee will ensure the service's philosophy statement reflects the needs and values of its clients by evaluating the statement annually. The committee will also ensure the operation of the service is always consistent with the philosophy statement.
- Policies and procedures will be strictly followed by the committee. They will be regularly reviewed to ensure they meet current needs.
- A committee member who discovers a possibility of a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussion or decision-making in relation to that issue.
- Responsibility for the day-to-day operation of the service is delegated to the Director. Any matters that the Director is not confident about resolving, or determines to be significant, will be brought to the attention of the Governing Council for discussion and resolution as soon as possible.
- The Director will be a member of the OSHC Management Committee. At committee meetings the Director will present a written progress report, including any concerns or any different aspects of care and will provide information to assist the committee make its decision.
- An OSHC staff member may ask to attend the management committee meeting, to raise issues on behalf of the staff and to provide feedback to other staff on the committee's decisions. This member will be bound by the rules of confidentiality that apply to all members.
- Communication between the Governing Council and staff in relation to their work or the operation of the service will be through the Director. Committee members are not to directly discuss management committee issues with OSHC staff members.
- The committee members will request access to the service's resources and records when necessary to fulfil their management responsibilities. All requests for access will be made to the Director, who will determine a mutually convenient time. The service policy on 'Confidentially' will be strictly observed.
- Committee members will be asked to identify any areas where they need training or resources to enhance their skills and participation in committee tasks. The committee may make an annual allowance in the service's budget for committee training.

## Financial Management

- The East Marden Primary School Governing Council is responsible for financial planning and management of the OSHC service.
- OSHC services operated by department school governing councils must follow financial management policies and procedures set out by DECD.
- The Governing Council will ensure that all reports are made in accordance with the Department of Education and Child Development, and Commonwealth requirements.
- The Governing Council must ensure that health & safety practices followed by the service comply with Health Regulations, Department of Education, Training & Employment OSHC standards, Australian standards and the Occupational health, Safety & Welfare Act (1986), and will allocate sufficient resources in the annual budget at all times to ensure a healthy and safe environment.
- The Governing Council Finance Committee and the Director will draw up the annual budget detailing estimated income and expenditure for the year ahead. The budget will be passed at a Governing Council Finance Meeting and endorsed by the Governing Council.
- The Financial Officer will be responsible:
  - For ensuring financial transactions are properly completed and recorded.
  - For the day-to-day financial management of the service including the payment of bills, allocation of petty cash, collection and banking of fees.
  - For presenting a financial summary to the Governing Council each term.
- Financial records will be audited in compliance with DECD requirements. After financial records have been audited, a Balance Sheet and Profit and Loss Statement and the audit report will be presented at the AGM.
- The Director is responsible for ordering goods and resources for the service. The Finance Officer will check all purchases against the monthly budget.
- An assets register, including all items owned by the service will be maintained by the Director.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Commonwealth Department Officers.
- Financial records must be maintained to enable compliance with:
  - Any agreement with the Commonwealth of Australia in respect of recurrent grants for OSHC
  - Any requirement in the agreement in respect of Childcare Assistance funding and Childcare rebate
  - Other legislative requirements such as income tax assessment Act 1936 (Commonwealth), Superannuation Guarantee Charge Act 1992 (Commonwealth) and SA Childcare Award requirements.

# Grievance Procedures

**Policy Statement:** The East Marden Primary School OSHC will foster positive relationships between all parents and staff. Every parent has the right to a positive and empathetic response to his or her concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well-being of the service. This will be done in a fair, prompt and positive manner.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## Policies and Procedures (Parents)

- Every parent is provided with clear written guidelines detailing grievance procedures.
- All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.
- Parent names remain confidential. The option to remain anonymous in relation to the issue will be at the discretion of each parent.

## Procedures for Managing Parent/Staff Conflict

- The parent should discuss the problem with the relevant staff member concerned.
- If the parent feels dissatisfied after discussion with relevant staff member they should take the matter up with the Director.
- If the parent still feels further action is necessary after discussion with the Director, they should take the matter up with the Principal
- In the case of a serious concern the parent can write directly to the Principal in the first instance to detail the identified issue.
- The Principal will advise the Director of his/her decision and also convey that finding to the parent concerned.
- If the parent still feels dissatisfied with the decision, they should write to, or take the matter up in person with the Governing Council.
- The Governing Council will write directly to the parent concerned to advise of their decision. The Director will also be advised of the decision.
- Parents are able to seek the advice of the District Director at the local DECD East District office. Ph (08) 83668864

## **Policies and Procedures (OSHC Advisory Committee)**

- Each committee member is provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophies, policies and procedures. All information, minutes of meetings will be filed and passed on to new committee members.
- Every Committee Member is provided with clear written guidelines detailing grievance procedures.
- All discussions which take place during committee meetings will be treated as confidential.
- An experienced committee member will induct new committee members into the committee.

### **Procedures for Managing Conflict within the Committee**

- If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
  - Ask to have their grievance tabled at the next committee meeting for open discussion
  - Discuss the problem with the presiding officer or liaison officer
- The committee will determine a course of action agreed to by a majority vote.
- If committee members are experiencing conflict with each other to the extent that it is disrupting the effectiveness of the committee to carry out its duties, the following steps will be taken:
  - Refer to group norms and re-establish agreed behaviour
  - Use a mediator; a third party from an independent source
  - Arrange for the parties concerned to meet away from the meeting to address/resolve their issues

# Records Management

**Policy Statement:** The East Marden Primary School OSHC has a duty to keep adequate records about staff, parents and children in order to operation responsibly and legally. The service will protect the interests of the children, families and staff, using appropriate procedures to ensure privacy and confidentiality.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## Links to National Quality Standard:

- 7.3.1 Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
- 7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service

## Policies and Procedures

- The service’s orientation and induction processes will include the provision of relevant information to staff, children and parents about which records will be kept, how they will be kept, and how long they will be kept.
- Records must be kept by the service on site.
- Clear guidelines on which people have access to which particular records will be given to the Governing Council, staff and parents. These will be available at all times at the Service (see Confidentiality Policy).

## Documents Types and length of time stored by the Service:

Document Type	Years Kept	Document Type	Years Kept
Accounting Documents	7 years	Requirement for Funding	7 years
Income Tax	7 years	Childcare Assistance	3 years
Time Sheet/Wages Records	7 years	Accident/Incident Reports	7 years or until child reaches 18 years of age
Bank Statements	7 years	Information about a child’s participation at the service	7 years or until child reaches 18 years of age
Insurance	7 years	Attendance Records	7 years
Receipt Books	7 years	OSHC Management Committee Minutes and Correspondence	7 years on site, then permanently stored at state records

# Referrals from Other Agencies

**Policy Statement:** The East Marden Primary School OSHC will accommodate referrals by appropriate agencies wherever possible, whilst ensuring the safety and care of every child in the Service.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## Links to National Quality Standard:

- 7.3.1 Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
- 7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service

## Policies and Procedures

- Officers from referring agencies will be required to provide verifiable identification before being admitted to the service.
- The Committee will determine a threshold to the number of children with special needs that the service is able to appropriately care for.
- Where it is determined the service cannot accept a referred child the referring agency will be advised to contact other Children's Services, kindergartens, or alternative services.
- Acceptance of a referral will be dependent upon the service having the required resources to appropriately care for the child(ren).
- A worker from the referring agency should complete a referral form and contact the service to provide information about the referral, including details about alternative care (foster care) arrangements, if applicable.
- Where the child is in alternative care the service should reach agreement with the referring agency in regard to payment for care and transport. The referring agency will be invoiced for the cost of providing care agreed during the officer's visit to the service.
- A suitable orientation process (child to the service, and staff to the child's needs) should be determined when enrolling a child with special needs.
- The Manager will determine a fee schedule for referrals where appropriate, which includes contingencies for extra ordinary arrangements such as payment for special transport, clothing, food, and additional staff support.
- Access to confidential information will only be given to staff involved in the care of the referred children to ensure the safety and protection of both the referred children and other children in care.

# Child Protection

**Policy Statement:** East Marden Primary School OSHC believes it has a responsibility to uphold the rights of care and protection to all children attending the Service. To support this, staff will follow the guidelines and procedures set by 'Reporting to Abuse and Neglect' when they become aware of possible abuse or neglect of a child.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## Policies and Procedures

- Information about reporting child abuse will be read by staff and committee members. This is also available to parents of children attending the Service. Information about mandatory requirements of child care staff will be included in the Parent Handbook.
- Employer and employee responsibilities in relation to suspicions of child abuse and the need to report are detailed in staff and committee handbooks. These responsibilities are highlighted to new staff and committee members at their induction.
- Staff will be required to attend training in relation to mandatory notification of child abuse every three years.
- All staff are mandated notifiers and have the legal responsibility to notify on a reasonable suspicion of abuse and neglect (as defined in S.6 (1) of the Children's Protection Act 1993), and on a reasonable likelihood of the child being at risk (as defined in S.6 (2) (b) (i) and (ii) of the Act). These sections of the Act are written in full in the Reporting Child Abuse and Neglect: Mandated Notification Guidelines.
- Reports will be made by phone (13 14 78) to the Child Abuse Report line for suspicions of cases of neglect and/or abuse. Staff who are unsure whether what they have observed or suspect constitutes abuse, neglect or a risk should consult with a worker on the Child Abuse Report Line.
- Staff will provide the child's name, age, address, and reasons for suspicion of abuse, neglect or risk.
- It is the personal responsibility of the individual staff member (rather than that of the Manager or the Service) to notify on suspicion of abuse or neglect.
- If an allegation of abuse or neglect is made against a staff member, the matter will be treated as confidential and the staff member may be suspended from duty whilst the matter is investigated.

# First Aid Policy

**Policy Statement:** East Marden Primary School OSHC is committed to providing and maintaining a safe and healthy environment.

## Relevant Legislation:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

## Policies and Procedures

- The service must ensure a minimum of 1 fully qualified staff member to be on premises and immediately available at all times. A qualified staff member possess a current approved first aid training, approved anaphylaxis training and approved emergency asthma training.
- The service must ensure an appropriate number of fully equipped and updated first aid kits are kept and are taken wherever the service is providing care to children. Kits are to be easily recognisable and accessible to adults.
- The service must comply with regulations 327 and 328 of the Occupational Health, Safety and Welfare Regulations 1986 (SA).
- Parents/ Guardians are required to provide written authority (included in the enrolment form) for staff to seek medical attention for their child if required.
- Cold packs will be kept in the freezer for treatment of bruises, sprains, and insect bites.
- First aid will only be administered by qualified first aiders in the event of minor accidents, or to stabilise the victim until expert assistance arrives.
- The telephone number of Emergency Services and of the Poisons Information Centre at the Women's and Children's Hospital will be displayed next to each telephone in the centre.

## Response to Accidents and Injuries

- **Minor accident:** In the case of minor accidents staff will:
  - Assess the injury
  - Use disposable gloves
  - Attend to the injured child and apply first aid



- Check whether anyone has come into contact with the injured child's blood or body fluids, and require these people to wash any contaminated areas in soap water
- Guardian/ parent will be informed about the incident when they arrive to collect their child.
- Details of the incident and treatment given will be provided in the accident/ illness record.
- **Serious accident:** In the case of serious accidents staff will:
  - Assess the injury and recommend to the Director or Senior Staff Member whether the child is to be taken to a local medical practitioner or whether an ambulance should be called
  - Monitor and comfort the child until parent or ambulance arrives
  - If an ambulance is called, a staff member will accompany the child
  - The Director, or in the absence of the Director a nominated supervisor, will contact the child's parents/ guardians or emergency contact to advise them of the incident and where their child has been taken
  - A full report of the accident detailing the incident and action taken will accompany the child
  - A copy of the accident report will be forwarded to the Principal to complete an ED155 form to DECD
- It is expected that any costs incurred in ensuring prompt medical attention for a child be met by the parents/ guardians
- Where a staff member receives an injury that results in medical treatment being sought, or time absent from work (10 or more days), an ED155 form needs to be completed and given to the school together with a copy of the incident report.
- Accidents which result in death or serious injury to employees must be reported to Workcover under section 19(3) of the Occupational, Health, Safety and Welfare Act 1986 (SA).

## Management of Unwell Children

- Staff must provide a suitable area away from other children where the child who is unwell can rest comfortably under supervision until they are collected by a guardian, parent, or authorised emergency contact.
- Staff must monitor for changes in the child's health or signs of developing illness and take necessary action.
- Staff must contact a guardian, parent, or authorised emergency contact to collect the child as soon as possible when symptoms suggest that the child is contagious, has a fever, or if the child is severely stressed/ anxious.

## First Aid Procedures for Poisoning

- Staff will call poisons information centre immediately for any persons suspected of poisoning from substance or vegetation.

### Swallowed/ Ingested Poison:

1. Do not make the child vomit
2. Pick up the container/vegetation and take to the telephone
3. Call the Poisons Information Centre on 13 11 26

### Poison on the Skin:

1. Remove contaminated clothing, taking care not to touch or spread the chemical
2. Flood the skin with cool running water
3. Wash gently with soap and water. Rinse well
4. Call the Poisons Information Centre on 13 11 26

### Poison in the Eye:

1. Flush the eye with water from a cup, jug or slowly running tap for 10-15 minutes, holding the eye open
2. Call the Poisons Information Centre on 13 11 26

### Inhaled Poison:

1. Get the person to fresh air quickly without placing yourself at risk
2. Open doors and windows wide if safe to do so
3. Call the Poisons Information Centre on 13 11 26

Reference: <http://www.wch.sa.gov.au/aid/poisons>

## Infectious Diseases

- The service must ensure that reasonable steps are taken to prevent the spread of infectious disease at the service.
- If there is an occurrence of an infectious disease at the service, the service must notify all parents or emergency contacts of children cared for by the service as soon as possible.
- Children may be temporarily excluded from the centre if they are diagnosed with an illness listed in the 'Staying healthy in Childcare guidelines'.

## Incidents, Injury, Trauma and Illness Procedures

- The service must ensure that a parent is notified soon as possible, and not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while the child is being cared for by the service.

## Documentation & Records

- Injury, illness, trauma and incident records must be recorded as soon as possible and must include:
  - Name and age of the child
  - Circumstances leading to the incident, illness, injury or trauma
  - Time and date of the incident, illness, injury or trauma occurred
  - Any medication administered or first aid provided
  - Any medical personnel contacted
  - Details of any person who was a witness
  - The name of persons notified or attempted to notify of the incident
  - Time and date of notifications
  - The name and signature of the person making the entry of the record, and the time and date that the entry was made
- An OSHC staff member or nominated supervisor will ensure that the authorised person collecting the child is given all information concerning symptoms and treatment given.

# Health and Hygiene Policy

**Policy Statement:** East Marden Primary School OSHC aims to provide a healthy and safe environment for children. The application of preventative measures through an infection control process aims to prevent the spread of infections and will be followed by all staff at the service.

## Policies and Procedures

- Hand washing is considered the most effective way of controlling infection in the Service. Reminders on when to wash hands will be placed in OSHC. Staff and children should wash their hands:
  - Before handling and preparing food and eating
  - After wiping nose or mouth
  - After playing outside
  - After handling animals
- All staff must wear gloves when in contact with blood, other body substances, open sores, cleaning up faeces, and vomit. Areas contaminated with body fluids will be disinfected.
- Staff must wear gloves when cleaning if they have a break in the skin of their hands, or if they have dermatitis or eczema.
- Staff must wash their hands with soap and water after gloves are removed.
- Surfaces will be cleaned after activities thoroughly on a daily basis.
- The service will ensure that toilets and hand washing facilities are easily accessible to children. Children will be encouraged to flush toilets and wash hands after use. To maintain cleanliness, toilets will be checked and cleaned regularly.
- The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.
- Staff will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Children will be instructed to dispose of tissues immediately after being used.
- Children will be provided with individual drinking and eating utensils at each mealtime. Utensils will be thoroughly washed after each use. Staff will encourage children not to use drinking or eating utensils that have been used by another child or dropped on the floor.
- Bins will be emptied daily.
- Food will be prepared, kept and served hygienically.

- Hygiene practices and procedures consistent with up-to-date advice from State health authorities will be observed regularly.
- Children will be encouraged to follow good hygiene and dental care practices. Staff may discuss these subjects with groups and individual children if needed.
- Any animal or bird visiting the Service will be maintained in a clean and healthy condition. Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash and dry their hands after touching animals.
- Any animal scratches or bites occurring at the service will be cleaned immediately with soap and antiseptic.
- Staff will set a good example for healthy and safe behaviour for children, parents and other staff.

### **Information Distribution regarding Health and Hygiene**

- Information about Work Health Safety, Regulations, Codes of practice and guidelines are held at the school and is available for staff, management committee members and parents of children attending the service.
- Employee and employer obligations in regard to WHS are discussed with new staff during the induction process.
- Staff will review key elements of the WHS Act, WHS policies and procedures, and safe work practices annually.
- Staff are encouraged to report incidents which lead to high stress levels to Director and WHS representative. Positive steps will be taken to understand and minimise stress suffered by individual staff members.
- Information on hygiene and dental care principles and practices will be available at the service.
- When an infectious disease has been reported in the service, information will be communicated to parents in a manner that is not prejudicial to the rights of staff or children and which does not infringe state or commonwealth legislation.
- Parents will be informed by notices about common infectious diseases in the service. Parents of children with an immunity impairment will be advised about outbreaks of contagious diseases so that they may decide if it is in the best interest of the child not to attend the service for a period of time.
- Staff, parents and children will have access to current information provided by relevant government authorities on how to minimise health and safety risks to staff and children.

## Immunisation

- Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. Children who are not immunised may be excluded from care during outbreaks of some infection diseases in accordance with the National Health & Medical Research Council exclusion guidelines.
- Staff will be encouraged to have all childhood and tetanus immunisations up to date. Staff should also consider being immunised against hepatitis.

## Exclusion from Service

- If a child is unwell at home, parents are asked not to send their child to the Service.
- Children are to be excluded from the service for the following conditions:
  - Head lice
  - Fevers
  - Food poisoning
  - Diarrhoea
- Children and staff with infectious diseases will be excluded from the Service in accordance with the National Health and Medical Research Council guidelines.
- A medical certificate is required after contracting diphtheria, hepatitis, polio, tuberculosis, typhoid and paratyphoid before the adult or child can be re-admitted to the Service. Any other infectious diseases may require a medical certificate at the discretion of the Director.
- If a staff member is unwell they should contact the Director at the earliest possible time to advise of their inability to report to work.
- In the case of serious ill health or hospitalisation the child or staff member will require a medical certificate from their medical practitioner or specialist, verifying that their recovery is sufficient to enable their return to work.

## Management of Unwell Children in the Service

- If a child becomes unwell whilst at the Service the parents/ guardians will be notified and asked to take the child home. The child will be made comfortable and separated from the other children until the parent / guardian arrives. When a parent cannot be contacted, attempts of contact will be made to other emergency contacts.
- If the child has a high temperature the parent / guardian will be contacted and asked to collect the child. Paracetamol will not be given without a medical practitioner's authority.
- If a child requires medical aid, the staff will secure that aid and notify the parent.
- All illness at the Service is recorded in the accident / illness record.

## Allergies

- Where a child has a known allergy it should be recorded on the enrolment form and all staff should be made aware of it.
- If a child has a severe life threatening allergy, with parental consent the child's photo and an appropriate action plan will be clearly displayed at the Service.

## Environment

- The service is a non-smoking area. This includes indoor and outdoor play areas and anywhere within sight of children.
- All rooms within the OSHC service will be well ventilated with appropriate heating and cooling facilities.
- Where possible windows and doors will be flyscreened or buildings will be protected against flying insects. Low irritant, environmentally friendly sprays will be used minimally).
- The Director and staff will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable.
- Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- In the interests of children's health, staff are encouraged to use environmentally friendly products at the service where possible.
- Where families require their child to wear insect repellent, the family will be required to provide it.

# Medication Policy

**Policy Statement:** East Marden Primary School OSHC aims to administer medication in a safe and appropriate manner under advice from a medical practitioner, whilst complying with regulatory requirements.

## Policies and Procedures

- Parents should not bring unwell children to the service to minimise the risk of an infection disease spreading to staff and other children.
- Parents should inform staff if your child is on medication or if they have been given medication before arriving at the service. The service must be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.
- An action plan authorised by a medical practitioner must be provided by parents to the service if children have specific health care needs, allergy or other relevant medical conditions. Medication should be clearly labelled with the child's full name.
- Medications are not to be left in a child's bag.
- Medications will be stored in facilities inaccessible to children and at the recommended temperature for that medication.
- Only medication with the original label will be administered.
- Medication will be administered in strict accordance with the instructions on the 'medication authority' document.
- Medication will only be administered to the child for whom the 'medication authority' is prescribed to.
- The dose and times of medication to be administered are to be recorded accurately by the parent on the medication sheet each day, and the form signed by the parent.
- A qualified staff who administers the medication will confirm all written instructions with another staff, record the time and dose administered, and both staff will sign the document.
- Where medication for treatment of long term conditions such as asthma, ADHD, diabetes, epilepsy is needed, either intermittently or on continuous basis, the above conditions also apply.
- Children with a specific health care plan, allergy or relevant medical condition may have care suspended from the service if medication is not provided or has run out. Once medication is available to the service, care will be resumed.
- Staff will not administer any non-prescribed medication.



## Medication Record

The service must ensure that a medication record is kept for each child that includes:

- the authorisation to administer medication signed by a parent/ guardian
- the name of the child
- the name of the medication
- the time and date the medication was last administered
- the time and date, or the circumstances under which the medication should next be administered
- the manner in which the medication is to be administered
- the dosage that was administered
- the name and signature of person who administered
- the name and signature of a second person that checked the dosage and administration

## Procedure for Administration of Medication

1. Medication provided by parent/ guardian to staff for safe storage
2. A qualified staff will administer the medication
3. Medication will only be administered if it has been prescribed by a registered medical practitioner, is from its original container bearing the original label with the name of the child to whom the medication is to be administered, and before the expiry date
4. The medication must be administered in accordance with instructions attached to the 'medication authority' document
5. The dosage and identity of the child must be checked by a second staff
6. All necessary details will be entered onto the child's Medication Record

## Response to Anaphylaxis and Severe Asthma

- Medication (Epipen / Ventolin) will be administered to a child in accordance to the action plan in the case of an anaphylaxis or asthma emergency
- The service will notify emergency services as soon as practical followed by notifying the parents of the emergency response

# Safety Policy

**Policy Statement:** East Marden Primary School OSHC aims to provide a safe environment in which children can play and explore their world free from harm. If an emergency or natural disaster occurs at the service, staff will be competent in carrying out procedures to ensure the safety of all staff and children.

## Policies and Procedures

### Safety Drills

- Emergency evacuation procedures will be clearly displayed at the playroom near the main entrance and exit and must be followed in the event of fire, natural disaster or other emergencies.
- Safety drills will be practised once every two terms and at different times of the day
- The evacuation plan will include:
  - The determination of a safe assembly area away from the building, with a specified escape route, and the identification of access areas for emergency services
  - The identification of a second stage assembly area in the event that the first assembly area becomes unsafe
  - Unobstructed routes for leaving the building which are suitable to the ages and abilities of the children
  - The setting up of an emergency pack which is stored away from the building and includes items such as blankets, and first aid.
  - Nominating who will collect the attendance sheet, emergency contact numbers and first aid kit.
  - Nominating who will conduct a roll call to ensure that all children are present
  - Determining who will check that the building is empty and close all doors and windows to contain the spread of fire
  - How the children will be supervised at the assembly area
- When the emergency services arrive, the team leader will inform the officer in charge of the nature and location of the emergency and of any missing children or staff
- No-one will re-enter the building until advised it is safe to do so by the emergency service officer
- Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Staff will be instructed in the operation of fire extinguishers.

- Staff will only attempt to extinguish fires when all of the following is assured:
  - The children have been evacuated from the room
  - The fire is small
  - There is no danger to the person who will operate the extinguisher
  - The operator is well trained and confident in the use of the extinguisher

## Harassment

- Any person(s) known or unknown to the service who harass or make threats to children at the service or on an excursion will be calmly asked to leave the service or the vicinity of the children. Refusal to leave will necessitate the Director or staff in charge calling the police to remove the person(s). Where possible, staff will calmly move the children away from the person(s).

## Transport

- Parents will be required to give written consent if a child is to be transported from one place to another.
- All vehicles used for transporting children must be equipped with seatbelts.
  - A private vehicle may be used to carry children on excursions as passengers only if:
    - The driver is qualified in first aid, or ensure that a minimum of 1 staff accompanying children is first aid qualified
    - It is equipped with seat belts and appropriate seats for children under 7 years of age
    - It is registered and in safe mechanical condition
    - It has a minimum third-party property damage insurance
    - The driver has a full licence and is safe and responsible behind the wheel
  - Before the journey begins, the staff in charge should ensure that:
    - Every child has their seat belt on and secured
    - The vehicle is not overloaded as this could impede the driver and jeopardise insurance entitlements should there be an accident

- In the event of vehicle breakdown or minor accident, the staff in charge will phone the Director to organise alternative transport. They will ensure that the children are kept safe and secure at all times. The Director will inform parents if necessary.
- All vehicles and staff involved in transporting children will carry the services name, address and contact phone numbers at all times.
- In case of an accident, the staff person or driver will:
  - Ensure children are always safe and secure
  - Comfort and calm children
  - Phone emergency services and police if necessary
  - Contact the OSHC service to inform the Director
  - Follow the service's procedures for accidents and first aid

## **Before School Care**

- When children first begin school, parents may arrange for OSHC educators to walk children over to the classrooms after the session.
- On arrival, all children must be signed in by a parent, or authorised person.
- At 8:25am, children will be signed out by an OSHC educator, handing over supervision to teachers on yard duty.

## **After School Care**

- All children will be signed in by an OSHC educator.
- All children will be collected and signed out by a parent, or authorised person.
- Children may not go home unaccompanied.
- If a child is booked in for care and has not arrived 15 minutes after school has finished, an OSHC educator will contact the front office for school attendance records. A staff will contact the child's parents if child cannot be located.
- If the child cannot be found and is not with any parents, authorised persons and emergency contacts, the police will be informed.

## Storage of Potentially Dangerous Products

- All staff will be made aware of which products may pose a danger to children in the Service
- All potentially dangerous products will be clearly labelled and stored out of reach of all children. Material Safety Data Sheets obtained from the manufacturer will be stored with all chemicals or potentially hazardous materials
- Relief staff will be made aware of storage areas
- Staff will discuss the dangers of certain products with children

## Procedures for Dangerous Substances or Vegetation

- The Service has adequate provision of appropriate, secure and child safe storage facilities for:
  - Drugs and medication
  - First aid equipment
  - Cleaning and other harmful chemicals
  - Harmful instruments and implements
- Children's medications are stored in a safe manner. Medication will not be stored in lockers, drawers or bags
- Cleaning materials and fly sprays are not kept near food or within reach of children
- All areas where chemicals and solvents are used will be well ventilated
- All disinfectant cleaners are not sprayed or used in the near vicinity of children
- The use of toxic substances is to be minimised by seeking a suitable alternative where possible.
- The centre's environmental plan and policy will ensure that there is no dangerous vegetation in the centre or on the grounds.

## Maintenance of Buildings and Equipment

- All work areas and equipment must be checked regularly by staff to ensure they are clean and safe.
- Power points will be to an approved safety standard and will be out of reach of all children, or fitted with approved safety shutters or with an earth leakage circuit breaker.
- Electrical appliances and cords will be kept out of reach of all children.

- Any glazed area accessible to children will be safely glazed in accordance with Australian Standard 1288, or will be effectively guarded by rails or barriers to prevent a child striking or falling against the glass.
- Staff members who become aware of faulty or broken equipment will remove this equipment from use and advise the Director of the need for its replacement or repair.

## Sun Protection Policy

**Policy Statement:** East Marden Primary School OSHC aims to provide sun smart and sun safe policies and procedures to ensure that all children and educators are protected from the risks of sun exposure.

### Policies and Procedures

- Parents will provide a hat for each child attending OSHC.
- OSHC children must wear bucket or broad brimmed hats, and apply sun lotion on exposed skin when playing outside from 1<sup>st</sup> of September to 30<sup>th</sup> of April.
- Children will not share hats to minimise the spread of infections such as head lice.
- Children who do not have hats will be required to stay indoors or play in an area protected from the sun.
- On days when the UV index is 3 or above, staff will supervise the application of a broad-spectrum waterproof SPF 30+ sunscreen. It will be reapplied every 4 hours. If children suffer from sensitive skin, parents can provide the service with their own sunscreen that is clearly labelled with the child's name.
- Outdoor activities will be scheduled where possible, before 10am and after 3 pm to minimise the time children and staff are exposed to peak UV.
- Staff will direct children to play in shaded areas during peak UV hours.
- Discretion is used by staff concerning outside play during extreme hot weather conditions.
- Staff will ensure children rehydrate by encouraging children to have frequent drinks of water.
- Staff will be positive role models and at all times wear hats outdoors to model sun protective practice.
- The service will incorporate and embed sun protection practice within our service routines

# Workplace Health & Safety

**Policy Statement:** East Marden Primary School OSHC will ensure that staff adhere to obligations regarding the prevention of hazards and unsafe work practices, for the purpose of keeping children, staff and families safe.

## Policies and Procedures

- Staff will comply with WHS legislation requirements.
- Staff will conduct risk assessments to minimise accidents, injuries and illnesses to all persons on site.
- The service supports the WHS representative and provides appropriate training for staff.
- WHS is a regular agenda item at staff meetings and Management Committee meetings.
- Incidents, issues and concerns should be reported to the Director in the first instance.
- An Incident Report is filed detailing the incident/ issue, the cause, possible solutions and action taken. This is reported to the next Management Committee meeting.
- Where necessary, the support of DECD WHS Unit, Workcover, or Workplace Services, will be sought.
- Equipment is checked and maintained on a regular basis.
- A hazard check is carried out daily to ensure the yard and OSHC buildings are free of any hazards. Any hazards identified will be filed and kept for review.
- Sick children or staff will be excluded from the Service. 48 hours of clearance is required for persons recovering from diarrhoea or food poisoning.
- A notice showing the Poisons Information Centre number is prominently displayed, where all important phone numbers are displayed.
- A first Aid kit is available in the OSHC room at all times. A portable first aid bag is available for outdoor play and to take on excursions.
- A list of emergency phone numbers displayed at the service clearly displaying emergency telephone numbers such as hospital, ambulance, chemist, public health unit, police and fire brigade.
- Emergency evacuation plan is clearly displayed near exits. Evacuation and invacuation drills are carried out 4 times per year.

- A minimum of 1 staff member with a current first aid, asthma and anaphylaxis certificate is on duty at all times. Copies of first aid certificates are kept with staff folder.
- Adequate funds are allocated each year to ensure that staff first aid certificates are kept current (valid for 3 years).
- A staff delegate is responsible for maintaining first aid kits of the service.
- Staff are able to access the service of counsellors at ODCAR – Occupational Counselling and Rehabilitation, with all costs paid for.
- Parents and visitors can support our WHS policy and procedures by reporting any hazards to staff.



# Behaviour Management

**Policy Statement:** East Marden Primary School OSHC will provide a secure, supportive and stimulating environment which encourages children to co-operate, enhances their self-esteem, fosters their ability to interact with others and promotes socially acceptable behaviour. Any recriminations will be kept to a minimum. Where a child continues to behave in a socially unacceptable manner, parents/ guardians will be consulted and asked to work in partnership with staff and inclusive support agencies to ensure behaviour management techniques are consistent and clear.

## Policies and Procedures

- Clear guidelines about socially acceptable behaviours will be developed with input from parents, staff and management. Parents / guardians will be made aware of expected child behaviours in the Service via the induction process and *Parent Handbook*.
- Educators will follow the response to inappropriate behaviour chart consistent to the school's policy to ensure children's familiarity with consequences for inappropriate behaviour.
- Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
- Children elected in the OSHC-RC may contribute in setting rules to manage OSHC.
- Children will be encouraged to settle their differences in a fair and unbiased manner and to engage in problem solving if this is age appropriate.
- Educators will demonstrate acceptable behaviours during the course of their interactions with all children. Positive behaviours will be encouraged by diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Educators will use voice intonations, facial expressions and explanations to encourage desired age appropriate behaviour. Educators will observe and actively listen to children's explanations before responding to inappropriate behaviour.
- Educators will acknowledge and encourage appropriate behaviour with each child via a rewards and responsibilities system.
- Children will not receive any form of corporal punishment, intimidation or humiliation.
- Children will not be placed in a room alone.

- The Director is available to discuss and assist with any concern a parent or caregiver may have in respect of a child's behaviour or participation in the program.
- If children consistently display socially unacceptable behaviour a senior educator will ensure:
  - The expectations of the child's behaviour are realistic
  - The child's understands the boundaries and limits
  - There is communication between the Service and parents regarding expectations
  - The child's needs are being met
  - The child has no impediments which may cause the unacceptable behaviour
  - Events within the Service have not encouraged the behaviour
  - Strategies are consistently followed by all caregivers in contact with the child.
- If the socially unacceptable behaviour persists, the Director may seek advice from the Inclusive Support agency with consent provided from the parent.
- After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Director may discuss alternative care with the parent/ guardian, in consideration of the safety of other children in care. This may involve a period of suspension from attending the OSHC service.
- Any acts of violence or behaviour that puts educators and/or other children's safety at risk will result in suspension from care under a '3 Strikes System':
  - (1) Child is suspended from OSHC care for 1 day as a result from acts of violence and/or harassment.
  - (2) Child will be given a second chance, and have re-entry to OSHC following a restorative session with the Director accompanied by a parent. A 2<sup>nd</sup> act of violence and/or harassment will result in child suspension from OSHC for 1 week.
  - (3) Child will be given a final chance and have re-entry to OSHC following a restorative session with the Director accompanied by a parent. A 3<sup>rd</sup> act of violence and/or harassment will result in suspension from OSHC for the rest of term.

# OSHC Learning Framework & Program

**Policy Statement:** East Marden Primary School OSHC will provide a program that is developmentally appropriate and meets the needs of all children attending the service. The program will promote the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity.

## Policies and Procedures

- The Director, educational leader, and all educators will be responsible for the development of the program and for creating an atmosphere and environment which is inclusive to the needs of all children. The program will be implemented based on the My Time Our Place learning framework and will reflect the philosophy and goals of the service.
- Educators will be provided with opportunities to further their knowledge of child development theories and practices via training and development.
- The children's program will aim to challenge children, stimulate them to explore, think question, hypothesise, and problem solve. A balance of indoor / outdoor, quiet / active, and small group / large group learning experiences will be provided on a daily basis. Flexibility for
- The children's program will be inclusive of gender, race, religion, special needs, language, ability, and culture.
- Program details will be displayed in a position where parents / guardians are able to see them. Parents / Guardians will be able to discuss any aspect of the program with staff and will be encouraged to have input into program development especially in relation to multicultural content. They will be encouraged to share other areas of interest or expertise. The extent to which parents wish to be involved will be respected.
- Programs will not contain religious teachings. For children, all religious cultures and festivals will be acknowledged as part of a multicultural program.
- Program will reflect the cultural differences of all families using the Service. The Service will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service, as well as other cultural events important to South Australia and Australia.
- The Service will provide a variety of experiences and equipment for children to engage in. Alternative choices will be offered when a child does not wish to participate in an experience.

- Children will be appropriately supervised at all times. Staff will join in the children’s play and encourage them to try new experiences when appropriate.
- Staff will be supportive and encouraging, and communicate with children in a friendly, positive and courteous manner. They will form warm caring relationships with each child in their care. Children will never be singled out or made to feel inadequate at any time.
- Staff will be responsible for working co-operatively to monitor the individual development of each child in their care and for evaluating programs in relation to the stated philosophy and goals.
- The records developed on individual children will incorporate observations across key principles of the My Time Our Place learning framework. Recommendations for future program planning may follow from these observations.
- Staff will initiate and facilitate regular ongoing communication with parents concerning their child. Recorded information will be available for discussion.
- Children will be grouped for experiences and activities with consideration of:
  - Available indoor and outdoor space
  - Number and ages of children
  - Children of diverse culture and linguistic backgrounds
  - Children’s individual needs
  - Type of learning or play activity
  - Children’s social, emotional and maturity level
  - Staff experience and staff:child ratio

# Equipment

**Policy Statement:** East Marden Primary School OSHC will purchase equipment and resources that meet Australian safety standards and are appropriate to the developmental stages, interests and cultures of the children in care. All staff members will ensure that all equipment and toys are kept in a safe, clean and hygienic condition and in good repair at all times.

## Policies and Procedures

- In consultation with staff, the Director will determine which equipment is most appropriate taking into account durability, easy maintenance, cost and benefit to the children's program.
- The Director will be responsible for approving the purchase of all new items of equipment.
- All new equipment will be checked to ensure it complies with relevant Australian Standards.
- The Director will advise the Governing Council about the need to purchase new equipment and gain their approval.
- Items exceeding \$1000 and not previously approved within the annual budget will require Governing Council's approval before purchase.
- All purchases of equipment will be subject to budgetary constraints.
- Staff input on compiling a prioritised list of items of equipment to be purchased will be sought regularly.
- Toys and equipment should be appropriate to the service's aim of providing a safe and caring environment.
- An up-to-date inventory of equipment will be kept by the Service.
- Equipment will be checked regularly by staff to ensure it is good condition and safe.
- Equipment that pose moderate to high risk will be clearly identified and stored in a safe place.
- An assets register will include equipment and toys used as part of the children's program.
- Children will be taught how to appropriately use and care for toys, games and equipment.
- Children will be encouraged to show responsibility for borrowing equipment via an equipment log for signing out and in equipment.

# Excursions

**Policy Statement:** East Marden Primary School OSHC will provide a broad range of experiences for children. Parental permission will be sought for all excursions and will be organised to comply with departmental OSHC standards. In the planning process of any excursion, a risk assessment will be undertaken by educators and the Director.

## Policies and Procedures

- No child will be taken outside of the licensed premises, without the parent / guardian's written authorisation in relation to the date, proposed destination, method of transport, activities and number of staff to accompany and supervise the children.
- Children may be taken on excursions when parents have signed the authority and consent contained within the enrolment and vacation care booking form.
- The Service will ensure that a thorough risk assessment process will be conducted for all excursions to determine the staff to child ratio, where risk can be minimised.
- The service's sun protection policy will be implemented on all excursion.
- Children will at all times be closely supervised by staff, the director and an appointed team leader during excursions.
- In determining the required staff:child ratio for each excursion, the following must be considered:
  - Children with special needs
  - Age and abilities of children
  - Destination and length of excursion
  - Method of transport
  - Previous experience of accompanying staff
- A private vehicle may be used to transport children on excursions if:
  - It is equipped with seat belts and approved booster seats as per legislation
  - It is registered and is in safe mechanical condition
  - It has minimum third-party property damage insurance
  - The driver has a full license and are safe and responsible behind the wheel

- Before departing by any method of transportation for an excursion, staff will ensure that every child has their seat belt on and secured.
- Staff will take possible changes in weather and temperature into account when planning excursions. Staff will ensure there are sufficient shaded areas for all the children to protect them from the sun, and undercover areas to protect them from rain and cold weather.
- All excursions will be publicised and communicated to parents with full details of destination, times of departure and return. Any special items children are required to bring will be available on the vacation care program. There will be no change to the publicised itinerary unless the Director decides it is necessary to make changes for the safety and wellbeing of the children.
- Adult volunteers and parents may be invited to assist excursion experiences. All volunteers and parents accompany children on excursions will be required to have Reporting to Abuse and Neglect training, and a DCSI screening clearance.
- Parents are requested not to send their child on an excursion if the child has any signs of being unwell.
- Staff will ensure the following will be accessible on an excursion:
  - First-aid kit
  - A list of all children on the excursion
  - List of emergency phone numbers
  - Medical information and any necessary medication
- Should a child require medication while on an excursion, the usual service procedures regarding medication will be followed. A senior staff will ensure that all medication and medical plans are packed and readily available in the case of an emergency. Staff members will ensure the medication is administered as per action plan.
- In the event of a vehicle breakdown or accident, staff will report to Emergency services and the Director as soon as possible. All children will be assessed for injuries and those requiring hospital attention will be transported by ambulance. Where possible a staff member will accompany the child. In a major incident involving multiple casualties this may not be possible due to staff child ratios. Parents will be called as soon as practical to advise of the incident and action taken. All parents will be notified of the incident and asked to make arrangements for collection of children. Staff will keep children safe and calm during the delay or breakdown.

# Nutrition

**Policy Statement:** East Marden Primary School OSHC will provide foods that are nutritious and follow the Australian Guide to Healthy Eating. Snack times and activities involving food preparation will provide positive learning experiences for children as well as encourage healthy eating habits. Parents will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

## Policies and Procedures

- Staff will ensure that food is stored and prepared hygienically.
- The service will provide children with fresh produce and a variety of snacks that meet the recommended nutritional needs of children. Snacks and drinks will reflect a wide variety of cultures, especially the cultural backgrounds of families within the local community.
- Staff will model and demonstrate hygienic and safe food handling practices during meal preparations.
- Staff will encourage healthy eating habits by facilitating discussion on good diet choices.
- Menus will be planned with input from children, parents, and staff.
- Drinking water will always be available and accessible to staff and children.
- Children will be encouraged to try different food but will never be forced to eat. Children's food likes and dislikes and their family's religious and cultural beliefs regarding food will always be respected. Denial of food will never be used as punishment.
- Parents will provide the service a list of suitable and unsuitable foods to cater to children on a special diet.
- Information on nutrition, food handling and storage will be displayed at the service for children, staff and parents.
- During vacation care, parents will be asked to provide their child's lunch and drinks, unless otherwise stated on the vacation care program.
- Breakfast will be provided at before school care, pupil free days, and vacation care up to 8:00am.



# Audio Visual Policy

**Policy Statement:** East Marden Primary School OSHC recognised the positive effect that audio visual equipment can have on children’s learning when used selectively and the program/ videos viewed are developmentally appropriate.

## Policies and Procedures

- Videos and movies may be used selectively by staff as one of many available resources. Staff will ensure that alternate activities are available for children. The use of media will be limited to encourage children to participate in physical and creative play.
- Staff will recognise the developmental level of the viewing children and ensure that material viewed is appropriate for that age group. Staff will ensure that videos and movies selected at the service carry a G rating.
- Time spent watching videos, computers and electronic devices will be carefully controlled and balanced with time spent on other activities provided within the service. However, consideration will be given to weather conditions or other exceptional circumstances.
- Staff will be aware of and avoid programs which reinforce/perpetuate restrictive understandings of issues such as:
  - Violence as a means of resolving conflict
  - Role stereotypes
  - Gender stereotypes
  - Racial discrimination
  - People with a disability
- All electronic and video devices will be suspended during fruit, snack or meal times.
- Watching other children play games is valued and valuable as children interact with peers when observing others at play.
- The interests of children of different ages and gender will be considered in programming use of audio-visual experiences.
- Games and videos will be G-rated and have had the content strictly scrutinised to ensure appropriateness.
- Computers and electronic devices will be accessed by children a maximum of 7 hours a week. When using OSHC computers children will have rotating 20 minute turns.

# Communication

**Policy Statement:** East Marden Primary School OSHC will provide a strong and positive pathway of communication to parents, children, staff and the wider community.

## Policies and Procedures

### Parents/Families

- New parents and children to the service will participate in a formal induction process.
- An interpreter will be provided if required for ESL families at enrolment time.
- Specialised advice will be sought for families who require a specialist support service.
- Annual parent surveys will be distributed to gather feedback regarding OSHC operations.
- Parents and guardians are welcome to attend management committee meetings.
- Parents and guardians have access to the service at any time during operation to consult staff and management of any grievances.
- Parents may choose the mode of communicating information to the service in writing, emails, phone, or in person.

### Staff

- New staff will participate in a formal and comprehensive induction process.
- Daily reading of communication book is required of staff at the beginning of their shift.
- Staff are required to attend staff meetings for training, and provide feedback / communication to the service.
- Staff will engage in daily dialogue with other educators to ensure smooth delivery of children's program.
- Staff will communicate to families in a timely manner regarding children's learning, behavioural difficulties, and injuries.
- Staff will report all concerns, incidents, and accidents to the Director as soon as possible to ensure that appropriate follow up procedures can be effectively implemented.

# Confidentiality

**Policy Statement:** East Marden Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the school or have a legal right to know.

## Policies and Procedures

- Every employee and Management Committee member will be provided with clear written guidelines detailing:
  - What information is to be kept confidential,
  - What confidential information they may have access to in order to fulfil their responsibilities and how this information may be accessed,
  - Who has a legal right to know what information.
- Confidential conversations between staff and parents, or between Principal and staff members will be conducted in a quiet area away from children and adults.
- Personal forms and information will be stored securely.
- Information about staff members will only be accessed by the Principal, Director, and the individual staff member concerned.
- All discussions at committee meetings will be treated as confidential.
- No member of staff may give information or evidence on matters relating to children and/or their families to anyone other than the custodial parent/guardian or to persons specified by the parent/guardian, when that information has been obtained in the course of employment in the Service. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law.
- Confidential information may be exchanged in the regular course of work with other staff members and may be given to the Management Committee only when this is reasonably needed for the proper operation of the Service or the wellbeing of users and staff.
- In cases where it is unclear whether parents/guardians or anyone else has the right to information, the matter must be referred to the Director.
- Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to either within or outside the Service.

# Equal Opportunity

**Policy Statement:** East Marden Primary School OSHC is committed to the principles of Equal Opportunity in relation to community access to the Service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status. The Service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Child care will be made available to the community in accordance with the Commonwealth “Priority of Access Guidelines”.

## Policies and Procedures

- The Service will have up to date information regarding Equal Opportunities Legislation.
- Parents and staff will be given clear instructions about the Commonwealth “Priority of Access Guidelines”.
- Equal opportunity principles will be an integral part of the Service’s daily programs and routines. Children will be given positive experiences, which encourage equal opportunity. Programs will actively include opportunities for the children to experience diversity of culture and gender roles.
- Staff will treat individual children and their families with respect. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations.
- Children who have a disability will not be discriminated against and will be afforded access to the Service.
- All staff will be selected and employed according to equal opportunity guidelines. Applicants with disabilities who apply for advertised positions will be assessed according to the selection criteria and will not be discriminated against because of age, gender, race or disability.
- Where the community includes a particular ethnic group, management will make every effort to include suitable workers from that group in the Service.
- During orientation, the Service will provide relevant information to staff concerning procedures to be followed in the event of harassment or discrimination in the workplace.

# Anti-Bias, Diversity & Inclusion

**Policy Statement:** East Marden Primary School OSHC will recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program.

## Policies and Procedures

- All activities and behaviour at OSHC will be considerate of the cultural and linguistic diversity of the families within the community.
- Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.
- Staff will accept and value every parent and child regardless of race, cultural background, religion, gender, or ability.
- Staff will make themselves aware of the specific cultures represented in the families and general community of the service.
- No discrimination will be made against any family or child due to their culture, race or sexual preference.
- Staff will ensure parents have confidence in the service's quality of care for their child by seeking information regarding their cultural practices.
- Staff will encourage feedback and input from parents in relation to the program, policies or other issues in the service, which may be affected by the families' culture or race.
- Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.
- Staff will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.
- All activities and behaviour in the service will be considerate of the cultural and linguistic diversity of families within the community.
- Where possible, parent information will be translated into other languages.
- Staff will research and gain ideas regarding appropriate activities to be incorporated in the program, which include festivals and celebrations of many cultures.
- All activities in the service will be checked to ensure that negative and discriminating images of particular cultures or lifestyles are avoided.

# Volunteers

**Policy Statement:** East Marden Primary School OSHC encourages the involvement of volunteers and values building a strong sense of community within the Service.

## Policies and Procedures

- Volunteers may be considered for both non-child related tasks as well as for tasks which bring them into contact with children.
- DECD is legally responsible for any volunteers working in a school site and the Management Committee will ensure that volunteers have a relevant and current police clearance, as well as received training on Reporting to Abuse and Neglect.
- Prospective volunteers will be interviewed by the Director to ensure that the individual has acquired both police clearance and reporting to abuse and neglect certificates before they commence their involvement with the Service.
- Parents will be informed about the participation of volunteers.
- The Management Committee, in consultation with staff will, from time to time, determine the maximum number of volunteers that can be accommodated within the Service. In doing so, the Committee will take into account that having too many volunteers may be unsettling to children and may disrupt the smooth operation of the program.
- Staff will be made aware that Volunteers require different managerial responsibilities than do work experience placements undertaken by students of schools or tertiary institutions. However, the supervision, guidance and support would be similar for both.
- When a volunteer commences involvement, the individual will receive a brief job description highlighting the responsibilities and time frame of commitment required.
- The Director will ensure that new volunteers are aware of the Confidentiality Policy and sign a confidentiality agreement.
- Conversations with volunteers about their performance or other confidential matters will take place away from other workers, where their privacy can be assured.
- The personal details of volunteers will be treated in the same way as confidential details about staff members.

# Recruitment

**Policy Statement:** East Marden Primary School OSHC aims to attract and employ the best available staff through fair advertising and selection procedures. This policy refers to permanent staff. The Director has the authority to employ casual staff as required.

## Policies and Procedures

When a vacancy for permanent staff arises the Governing Council OSHC Representative will:

- Constitute a selection panel to conduct the selection process
- Delegate authority to the panel to make the appointment where the panel decision is unanimous
- Approve the job description and selection criteria for the position prior to advertisement of the position
- Determine the method of advertisement

Advertising the position:

- Vacancies should be advertised in the state or local press, depending on the position, but may also be advertised on a limited basis with a view to recruiting from within the following areas:
  - o The pool of relief workers employed by the Service
  - o Network SA
  - o Employment agencies
  - o TAFE campuses offering training to child care workers
  - o Other Childcare or OSHC Services in the region
- Advertisements should invite applications which include contact telephone numbers and a minimum of two professional referees.

Selection Panel Membership

- The selection panel for permanent staff should consist of three members: a Governing Council OSHC Representative, the Principal, and the Director
- Where the vacancy is for the Director, the panel should consist of two Governing Council Representatives, and the Principal

## Selection Panel Decisions

- The panel will keep a written record of its process and decision
- Where the decision of the panel is unanimous, the panel has the power to make the appointment
- Where all the panel members do not agree on the best applicant, the panel will refer the decision back to the Governing Council. The Governing Council will then determine a course of action appropriate to the circumstances in the following ways:
  - o Support the majority opinion of the panel
  - o Decide to reinterview with a different panel
  - o Readvertise the position
- Under no circumstances should a position be offered prior to contacting two referees each for the main contenders

## Appointment

- The successful applicant must present original copies of any prerequisite qualifications prior to appointment. The Service will keep a photocopy of the documents on the staff member's personal file.
- The Service will make a formal written offer of employment in the form of a contract to the successful applicant, outlining the terms and conditions of the employment being offered. This should be signed by the Governing Council Chairperson or an authorised delegate. The offer will include an acceptance of employment to be signed by the employee, with a copy kept by the Service and by the employee.

## Induction

- The induction process will be an ongoing process and should include:
  - o Written information
  - o Introductions to existing staff
  - o Guided tour of the Service
  - o Discussion of working arrangements and expectations



- Before commencement, new staff will be provided with an induction pack. The Principal will be responsible for the induction of the Director. The Director will be responsible for the induction of all other staff. The Induction pack will include:
  - o The Service's philosophy
  - o Code of conduct
  - o Job description and specification
  - o Terms and conditions of employment
  - o Tax file number declaration form
  - o Fair Work Information statement
  - o Superannuation Choice Form
  - o Policies
- The Director will show the new staff member around the Service and introduce to other staff members.
- The Director will explain the operations of the Service and answer any questions the new staff member may have, before he/she commences duties.

#### Fixed Term Positions

- Where a vacancy is for a fixed term due to the extended absence of a staff member on maternity, study or other leave, the vacancy may be filled by employment of a staff member for the duration of the absence.
- If the vacancy is for a period of less than three months, the Director may fill the position on a casual basis through the use of relief staff and/or temporary performance of higher level work or alternative duties by existing staff.
- Where a position is to be filled for a fixed term, this must be clear in any advertising and the date of the term described clearly in the offer of employment.

#### Casual Staff

- The Service will employ relief staff on a casual basis to fill short term vacancies or emergency absences.
  - o An exception applies to University students, in which staff will be given a choice of part-time or casual employment
- The Director will keep a register of casual staff who are suitable for work at the Service.

- Before a potential casual staff member is placed on the register, the Director will:
  - o Interview the person
  - o Check referees
  - o Sight and make copies of original qualifications and certificates
  - o Establish fitness for childcare duties
- The Director will provide an induction for all new casual staff
- If in an emergency, no casual staff members are available to work, the Director may contact another childcare or OSHC service and employ someone from its casual staff register.
- Staff appointed on a casual basis would be clearly informed of casual pay loading, entitlement to long service leave, lack of sick leave and annual leave.

# Professionalism

**Policy Statement:** East Marden Primary School OSHC will ensure that staff will adopt a high standard of professionalism to ensure that quality care, positive relationships, and confidence of parents is provided in the service. This policy aims to provide clear guidance to staff about the standards the Service requires as a condition of employment.

## Policies and Procedures

- Staff are expected to support the policies and procedures of the Service.
  - o Where staff believe any of the policies or procedures need to be changed, they should first discuss it at a staff meeting.
  - o The Director will address the proposal in the OSHC Committee Meeting, before being passed on to the Governing Council for approval.
- Staff duties and responsibilities are clearly listed in the job description upon employment. Staff should perform their duties to the best of their ability. If staff have trouble performing these duties to the required standard, they should seek support from the Director.
- Staff are expected to comply with their legal and industrial award obligations.
- Staff will assess risks and remove hazards regularly in order to provide a safe and healthy environment for children, parents and visitors.
- Staff will develop and demonstrate effective team work and communication with team members by treating each other with courtesy, honesty and respect.
  - o Conflicts between staff should be managed in private, away from children, parents and other staff.
  - o Staff should seek support from the Director and adhere to the Grievance Policies and Procedures.
- Staff will treat parents and children with courtesy, honesty and respect.
  - o Staff will acknowledge and greet parents upon arriving or departing the Service
  - o Staff will treat children with fairness and equality regardless of gender, race, culture, religion or beliefs. Staff will use appropriate language at all times to ensure that staff, parents and children are not offended.
  - o Staff will be sensitive to the rights and feelings of each individual child under care.

- Staff are expected to maintain and improve their skills through participating in staff training and development opportunities provided by the Service.
- Staff must respect confidentiality in all circumstances involving children, parents, staff and visitors.
  - o Staff must not discuss and share information regarding children, parents or staff with any other parent or visitors within or outside the Service.
  - o In any situation where a staff member is not sure if information is confidential or not, he/she must check with the Director.
- Staff are expected to attend work and return from breaks on time.
- Staff will wear service uniforms at all times when working so that they can be clearly identifiable from adults and teachers on site.
  - o Staff should dress appropriately for their duties when uniforms are not worn (ie. swimming excursions)
- Staff must attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and staff may not smoke on site or anywhere within sight of children. Staff should inform the Director if they are taking any prescription medication which may affect their capacity for work (i.e causing drowsiness).
- Staff are expected to come to work when they are fit enough to do so without risking injury or infection to themselves or staff and children at the Service. When staff are unwell or injured they should not attend work and if entitled may apply for sick leave or worker's compensation.
- Staff should help each other to maintain high quality care and high standards of professionalism.

# Participation

**Policy Statement:** East Marden Primary School OSHC aims to operate as an effective partnership between parents and staff. We encourage staff to participate in the decision making of the Service both formally and informally.

## Policies and Procedures

- The Governing Council encourages staff to participate in its discussions and decisions through:
  - o Allowing staff to attend meetings of the Governing Council as observers by prior agreement of the Governing Council. A request must be submitted in writing to the Governing Council and the request approved before the meeting.
  - o Involving staff in subcommittees and working parties.
- Where practicable, selection panels will include an elected staff representative who is equal in all respects to the other panel members.
- Staff meetings are the most practical means of enabling communication, consultation, support and training and development within the staff team.
  - o Staff meetings will be chaired regularly by the Director.
  - o All staff are required to attend staff meetings, and will be considered to be on duty for the duration of the meeting.
  - o The duration and time of meetings should be agreed between the staff and the Director.
  - o All staff are encouraged to place items on the agenda and to discuss issues of concern to them.
- Staff representatives and any members of staff required to attend meetings of the Governing Council, or any of its subcommittees or working parties, will be considered to be at work for the duration of such meetings.

# Appraisal

**Policy Statement:** East Marden Primary School OSHC aims to provide high quality child care h quality work performance and high job satisfaction of staff. This policy provides a framework for achieving this through staff appraisal and work performance counselling systems.

## Policies and Procedures

- The Service will operate with a staff appraisal system involving staff for self-evaluation, and feedback provided by the Director.
- The staff appraisal system adopted by the service must:
  - o Provide for two way feedback on work performance and job satisfaction
  - o Clearly state the expectations of each position, based on the job description
  - o Identify key performance measures for each position
  - o Use self-evaluation as the central tool for assessing past performance
  - o Have a positive focus geared to improving future performance
  - o Be based on a process of ongoing constructive feedback and guidance
  - o Involve a formal interview between each employee and the Director annually
  - o Identify individual staff training needs and career development goals
  - o Include an agreed action plan as a result of the annual interview process, to be written and signed by both parties and implemented over the next year
- The staff appraisal system will be reviewed every two years.
- Work performance counselling
  - o Some employees may experience difficulties in performing their work to the minimum standards required by the Service. In these situations, the Director will provide work performance counselling. This is additional to the staff appraisal system.
  - o Process will involve formal discussion and counselling within a target period of time
  - o Formal procedures, problems, strategies and action plan will be clearly recorded
  - o Progress will be reviewed of up to no more than 3 periods within 24 months

- Staff members who do not reach and maintain the required standards for her/his position after 3 review periods within a 24 month period may be dismissed for poor work performance.
- Any decision to dismiss a staff member will be taken by the Governing Council.
- A staff member who is receiving work performance counselling has the right to a union representative or other support person present at any counselling sessions.
- A staff member may appeal against any decision taken by the Director or Governing Council representative by using the grievance procedures.

# Training and Development

**Policy Statement:** East Marden Primary School OSHC is committed to providing the highest quality child care through ongoing staff training and development.

## Policies and Procedures

- The Governing Council will allocate sufficient resources to meet the training priorities of the Service.
- The Director is responsible for developing, implementing and evaluating an annual training plan for the service.
- The training plan will:
  - o Include a training needs assessment, based on the staff appraisals for individual needs and consultation with staff and management for the Service's priorities
  - o Be presented to the management body annually before the annual budget is developed, to allow training to receive an adequate budget allocation
  - o Ensure that training opportunities are provided equitably to all staff
  - o Include a variety of methods of training delivery such as:
    - Internal workshops for staff to share their expertise with each other
    - Internal workshops conducted by outside presenters or professionals
    - Attendance by staff at external workshops, conferences and seminars
    - Short courses provided by training organisations such as TAFE/Gowrie Sa
- Staff who attend external training will share the skills and knowledge they have gained with other staff where relevant.
- Staff and the Director will evaluate all training activities against the training needs identified in the training plan.
- Apart from stud leave, staff will be considered to be at work for the duration of any training activity they attend under the Service's training plan.
- The Service will meet the costs of any authorised training activity, apart from tertiary study.



# Leave Entitlement

**Policy Statement:** East Marden Primary School OSHC aims to provide leave to staff in ways which benefit both staff and the Service. Staff are entitled to leave as provided by their industrial awards. The Service will especially try to support staff who need leave to fulfil their study or external commitments.

## Policies and Procedures

- Annual, sick, family and study leave provisions apply to staff employed on a permanent part-time or full time basis. Long service leave and leave without pay provisions apply to all staff.
- Annual Leave
  - o The Director is responsible for approving annual leave.
  - o Where staff are required for vacation care programs, annual leave will generally not be approved during school vacation times.
  - o The Director should notify the Governing Council six weeks in advance of any period of annual leave s/he intends to take.
  - o Staff should apply for annual leave at least six weeks before the date they want to start leave.
  - o Where staff need annual leave at short notice for personal emergencies, the Service will be flexible in trying to help meet the staff member's needs.
  - o The Director will give staff a written approval/non-approval for annual leave within two weeks of receiving the application.
  - o Once leave has been approved, it should only be changed by agreement between the staff member and the Director.
  - o Staff may take annual leave due to them within six months of it becoming due, or by agreement with management within twelve months of it becoming due.
  - o Staff must take two weeks annual leave during the Christmas break while OSHC is closed. Staff who have not accrued enough leave must take this period without pay.
- Personal Leave
  - o The Director is responsible for approving personal leave applications.

- Staff will let the Service know as soon as possible if they are too ill to come to work.
  - Staff must supply a medical certificate for leave of three or more days in a row.
  - The Director has the discretion to approve personal leave of less than three days in a row without a medical certificate.
  - The Director may approve personal leave in advance only if it is for a scheduled medical procedure and the staff member supplies a medical certificate.
  - When a staff member needs more personal leave than the award allows, the Director may approve personal leave without pay.
- Parental Leave
    - The Director has the authority to approve and administer the Parental leave provisions of the Award and NES, but should advise the Governing Council of any parental leave applications or variations to parental leave.
- Long Service Leave
    - The Director is responsible for arranging and allocating long service leave. However s/he should consult the Governing Council if s/he believes it is necessary to direct a staff member to take long service leave.
    - The Director and staff should give at least two months' notice to the Governing Council of when s/he intends to take long service leave.
    - Staff should take long service leave as soon as they reasonably can after it falls due.
    - The Service encourages staff to take their long service leave in a full block rather than splitting it.
- Leave without pay
    - Staff can apply for short or long term leave without pay for health, family, study or personal reasons.
    - The Director has the discretion to approve leave without pay. Staff should apply in writing and provide reasons for the leave.
    - The Director will consider each case based on the needs of both the Service and the staff member.
    - Staff should use all available paid leave before applying for leave without pay.
    - Leave without pay will not count for accrual of benefits.

# Managing Staff Grievances

**Policy Statement:** East Marden Primary School OSHC is aims to assist staff and management to resolve grievances effectively and agreeably to all concerned.

## Policies and Procedures

- A staff grievance occurs where a staff member believes s/he has been unfairly or badly treated by another person (not a child) at the Service by a management decision, and wishes some action to be taken to remedy the situation.
- In the interests of everyone concerned, staff grievances should receive a high priority and should be resolved as quickly and effectively as possible.
- All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
- A staff member raising a grievance has the right to have a union representative assist her/him at any meetings or interviews for moral support.
- A staff member who has commenced a grievance process may withdraw and stop the process at anytime without penalty.
- Not staff member should suffer any personal or professional disadvantage because s/he decides to pursue a grievance.
- Ever attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned.
- Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until grievance is resolved, then it should be destroyed \*unless the outcome of the grievance requires that it be kept for a period of time).
- The Governing Council may appoint one of its members as a grievance officer to assist where the grievance procedures provide for her/him to do so.
- All grievances should be handled according to the grievance procedures adopted by the Service.

# Staff Discipline and Dismissal

**Policy Statement:** East Marden Primary School OSHC is aims to achieve high standards of conduct and professional behaviour. We encourage and support staff to maintain these standards by fostering self-discipline and commitment to high quality care and good working relationships.

## Policies and Procedures

- Staff discipline refers to the personal behaviour and conduct of staff.
- Each new staff member must receive a code of conduct document as part of the induction kit. A copy of the code of conduct should be kept in an accessible place for all staff at all times.
- Where it appears that staff are unsure about the conduct expected of them, the Director should clarify this either personally or at a staff meeting.
- Where a breach is reported or observed the Disciplinary procedures should be used according to the following principles:
  - o Minor breaches of conduct should be handled informally by the team leader or the coordinator, before formal procedures are used.
  - o The incident should be investigated to establish if a breach did occur.
  - o If so, the expectations of the Service should be clarified to make sure that the staff member understands her/his responsibilities.
  - o The staff member should be given guidance and the chance to improve.
  - o Where her/his behaviour improves to the required level, no further action should be taken.
- Were the disciplinary procedures fail to achieve the standard of behaviour expected of a staff member, that employee may, as a last resort, be dismissed.
- Where after investigation and interview a staff member is found guilty of gross misconduct, being serious and wilful misconduct, s/he may be summarily dismissed.
- A decision to dismiss an employee will be made by the Governing Council, based on full information from those involved in the disciplinary procedure.
- Formal procedures must be clearly documented, with the documentation being kept securely and confidentially.
- A staff member undergoing disciplinary procedures will be informed from the beginning of her/his rights which will include:
  - o A right of appeal to the Governing Council
  - o A right to assistance from her/his union or from another person of her/his choice
- All staff members or members of the Governing Council involved in a disciplinary process shall keep all information about the process confidential.

# Equal Opportunity

**Policy Statement:** East Marden Primary School OSHC is committed to equality of opportunity for existing staff and in the appointment of new staff. The Service welcomes the contributions of staff from diverse backgrounds.

## Policies and Procedures

- The Service will include a statement that it is committed to equal employment opportunity in all advertisements for staff.
- The Governing Council will ensure that selection criteria do not exclude disadvantaged groups from equitable consideration for positions.
- Selection panels will be sensitive to the needs of applicants from disadvantaged groups, particularly language difficulties and cultural differences.
- Where the population of children using the Service contains significant numbers of children from a particular ethnic or cultural group, the Service will try to attract suitable workers from that ethnic or cultural group.
- Applicants who have a disability will be assessed against the selection criteria. The panel will assess any impact the applicant's disability may have on the operations of the Service.
- The Service training plan will ensure that all staff members have equitable access to training and development opportunities.

# Rehabilitation

**Policy Statement:** East Marden Primary School OSHC will ensure that staff are supported when ill or injured, and need to return to work on a gradual or modified basis. This policy aims to assist ill or injured staff to return to work in a way that meets both their needs and the needs of the service.

## Policies and Procedures

This policy only applies to injuries that are not work related. Work related injuries are covered by workers compensation rehabilitation provisions.

- Staff recovering from illness or injury may ask to return to work gradually or with modified duties, under a rehabilitation program.
- The Director will be responsible for deciding if a rehabilitation program can be arranged and for managing the program.
- If the Director believes that a rehabilitation program is viable for the service, then s/he and the staff member will jointly discuss and develop a program which will:
  - o Be based on detailed medical advice about hours and acceptable duties
  - o Detail the duties to be performed and the hours of attendance
  - o Contain agreed goals and timeframes
  - o Have regular review dates
- The Director will consult with the staff in the affected work area to determine whether or not the program could work with their support.
- Depending on the complexity of the situation, the Director may seek expert advice from a rehabilitation consultant, physiotherapist, or other treating practitioner.
- If the program is likely to result in significant extra cost to the Service, the Director should seek Governing Council approval before commencing.
- A permanent staff member on a rehabilitation program will be entitled to sick leave for the hours that s/he is not working, as long as these are covered by a medical certificate.
- If at any stage of the program the staff member appears to be unfit for the duties, The Director may request the staff member to visit a doctor for reassessment of her/his capacity for work. The Director may require a medical certificate verifying the staff member's fitness before allowing her/him to resume duties.
- If the staff member does not honour her/his commitment to the program, the Director may cancel the program and allow the staff member to return to work only when s/he is fit for full duties. If the staff member believes that the Service is not honouring its commitment to the program, s/he should resort to the grievance procedures.