



LEICHHARDT OUT OF SCHOOL HOURS CARE

POLICIES & PROCEDURES

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A. Administration & Management

A.1 Hours of Operation

A.1.1 Policy

We aim to meet the needs of the parents in our local community who either, work, study or have other commitments, by operating for days and hours that allow them to reasonably get to and from work or place of study.

A.1.2 Considerations

- Education & Care Services National Regulations 230
- Funding agreement

A.1.3 Procedures

The centre will operate during government school terms Monday to Friday, between the hours of:

- 7am to 9am for Before School Care
- 3pm to 6pm for After School Care

The centre will operate during government school holidays Monday to Friday, between the hours of:

- 7:30am to 6pm, or
- as agreed by the management committee.

The centre will also open from 7:30am to 6pm on designated government school pupil free days, DET strike days (half or full day) or as agreed by the management committee.

The centre will be closed on designated public holidays.

All parents will be notified of days of closure through our notice board, newsletters and email.

All hours of operation will be given to parents in our family handbook on the child's initial enrolment and posted at the centre.

No children are to be left unattended at the centre outside operating hours.

Please refer to delivery and collection of children policy for further information regarding these procedures.

Opening hours will be reviewed annually to ensure that they meet the needs of the parents.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

A.2 Enrolment & Orientation

A.2.1 Policy

LOOSH accepts enrolments to the service for primary school age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families. The purpose of this is to:

- Enable staff to meet and greet children and their families
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the service.

- To help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them (My Time, Our Place, Outcome 1).

A.2.2 Considerations

- Education & Care Services National Regulations 158, 159, 160, 161, 162, 168, 177, 183
- National Quality Standards 6.1, 7.3
- Service policies/documents:
 - Service Enrolment form
 - Family Handbook
 - Fee Policy
 - Confidentiality Policy
 - Delivery and Collection of Children Policy
 - Acceptance & Refusal of Authorisations Policy
 - Governance & Management Policy
- Other
 - Network Record Keeping Factsheet
 - Child Care Service Handbook (DEEWR)
 - *A New Tax System (Family Assistance) Act 1999*
 - Child Care Management System

A.2.3 Procedures

A.2.3.1 Eligibility

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), these are:

- 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, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

As well as the above, the service policy is that children must be enrolled at Leichhardt Public School or St. Fiacres Primary school in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program, except for a limited number in the December/January Vacation care period immediately prior to them commencing Primary school. Children from other schools can be registered into the school holiday program 2 weeks before the program begins, where spots are available.

A.2.3.2 Inclusion of children with additional needs

Provision of places for children with additional needs will be made wherever possible, with a regular review period corresponding with Inclusion Support Scheme Funding review. Access to care will focus on the needs of the child and the service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with parents and centre staff.

A.2.3.3 Waiting list

Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list. When completing waiting list details families will be advised of the Priority of Access Guidelines.

Parents will be able to add their child to the waitlist up to 5 years in advance. Parents will be contacted by staff when a spot becomes available, at which time they can accept, defer or decline the offer.

A.2.3.4 Enrolment

Enrolments will be created in line with the Priority of Access Guidelines and the Child Care Management System (CCMS). There are three enrolment types under the CCMS:

- Formal enrolments
- Informal enrolments
- AMEP/Other enrolments

Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the \$20 annual membership fee.

In term 4 of each school year, families will be asked to confirm enrolment for the following year. Families will be asked to complete a re-enrolment form, which updates their current circumstances and any changes to care required. New siblings may register and request days at this time.

A.2.3.5 Attendance and enrolment records

Accurate attendance records will be kept, which:

- Records the full name of each child attending the service
- Records the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either:
 - the person who delivers or collects the child
 - the Nominated Supervisor or an educator (Regulation 158); and
- Meets the requirements of the Child Care Management System (CCMS)

An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

A.2.3.6 Child's attendance once enrolled

The service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

If a child who is enrolled with the service but is not on the roll for a particular day, arrives at the service then staff should proceed using the procedure for (d) unregistered children in policy section A6 Delivery and Collection of Children.

A.2.3.7 Cancellation of enrolment

Cancellation of an enrolment may be initiated in two different situations:

- A parent advises the service that no further care needs to be provided
- The service identifies that care is no longer required or being provided (CCMS Ending Enrolments)

The family must give two weeks' notice if they wish to cancel a child's enrolment (Excluding the first week of each term when families may change days without penalty). Exceptions may be granted in exceptional circumstances at the Nominated Supervisor's discretion.

CCMS guidelines will be followed once an enrolment is cancelled.

A.2.3.8 Confidentiality and storage of records

Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period of time specified in the Regulations (Regulations 158, 159,160, 183).

A.2.3.9 Orientation

Families will be notified via an 'offer email' when a before school care or after school care spot(s) become available. This offer email will include an electronic copy of the Family Handbook as well as a consent form and application for membership form. Families should read the Family Handbook and complete all forms so that their child is prepared for their first day at the service. The appropriate area coordinator will also be carbon copied (cc'ed) into this offer email so all parties are aware of the child's first day.

Parents should advise staff when they are greeted that it is their child's first day at the service. A staff member will introduce themselves and go through an induction with the child that will guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre. The parent will then meet with the Nominated Supervisor, who will answer any questions the parent may have. The staff member will introduce the child to the other children and engage them in an activity. The staff member will remain with the child until they are settled and comfortable in the new environment.

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A.3 Confidentiality**A.3.1 Policy**

LOOSH will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- A parent/guardian of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

A.3.2 Considerations

- Education and Care Services National Regulations 145 – 152, 168,174 – 177, 183
- National Quality Standard 4.2, 5.1, 7.3

- Governance and Management Policy
- Enrolment Form
- Family Handbook
- Staff Handbook
- Personnel files.
- My Time, Our Place.
- Network OSHC Code of Conduct
- Network Record Keeping Factsheet
- *Work, Health and Safety Act 2011*
- *Privacy Act 1988*
- Child Care Service Handbook (DEEWR).
- Child Care Benefit legislation

A.3.3 Procedures

A.3.3.1 Collection of personal information

Before collecting personal information, the service will inform individuals of the following:

- The purpose for collecting the information
- What types of information will be disclosed to the public or other organisations
- When disclosure will happen
- Why disclosure needs to occur
- How information is stored
- The strategies used to keep information secure
- Who has access to the information
- The right of the individual to view their personal information
- The length of time information needs to be retained; and
- How information will be disposed of.

All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.

All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Nominated Supervisor will determine who is authorised to access records.

A.3.3.2 Retention and Storage of Records

The Service will ensure that documents set out in the Education and Care Services National Regulations (Regulation 177) are kept in a safe and secure place for the length of time outlined in Regulation 183 (2).

The Approved Provider will develop a practice in relation to the retention and disposal of records.

In the event that approval of the service is transferred, the requirements of Regulation 184 will be followed.

A.3.3.3 Disclosure of Information

Personal information regarding the children and their families is not to be discussed with anyone outside the service, except in circumstances outlined in Regulation 181.

Parents/guardians may seek access to the personal information collected about them and their child by contacting the Nominated Supervisor at the service. Children may also seek access to personal information about themselves. However access may be denied where

- access would impact on the privacy of others
- access may result in a breach of the service's duty of care to the child; or
- the child has provided information in confidence.

Lists of children's or parents/guardian's names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without written consent.

No personal information regarding a staff member is to be given to anyone without his/her written permission.

A.3.3.4 Personal Conversations

Personal conversations with families about their children, or other matters that may impact on the child's enrolment, for example, fees, will take place in an area that affords them privacy.

Personal conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

A.3.3.5 Maintenance of Information

The Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulations (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education, Employment and Workplace Relations (DEEWR) and for ensuring that information is updated regularly.

The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date.

Individuals will be required to advise the service of any changes that may affect the initial information provided.

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DATE FOR REVIEW AND EVALUATION	18 February 2021

A.4 Acceptance & Refusal of Authorisations

A.4.1 Rationale

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from parents in certain circumstances. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

Authorisation from parents may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.

A.4.2 Policy

Our policy on the acceptance and refusal of authorisations sets out the circumstances in which the service will require authorisation (permission) from parents. Authorisation from parents is required to ensure the safety of the children and staff may refuse a parent/ guardian's request unless the authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given, this will result in the child not being able to participate in the activity. Preferably, authorisation is required in written format, however in some circumstances verbal authorisation may be accepted at the discretion of staff.

A.4.3 Considerations

- *Children (Education and Care Services National Law Application) Act 2010*
- Education and Care Services National Regulation 2011: clause 168
- National Quality Standard: Quality Area 7.3

A.4.4 Procedures

The Nominated Supervisor, or the person in day-to-day charge of the service will:

- 1) Ensure documentation relating to authorisation (permission) from parents/guardian contains:
 - the name of the child enrolled in the service
 - the date
 - signature of the child's parent / guardian or nominated person who is on the enrolment form
 - the approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable)
 - the original form/letter provided by the Centre.
- 2) Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
- 3) Keep these authorisations in the child's enrolment record.
- 4) Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained from the parent/guardian.
- 5) Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
- 6) In certain circumstances verbal authorisation, may be accepted at the discretion of the senior staff member on duty. In these instances, staff will record in the diary, the time of the telephone call with the parent/guardian and name of the person who will be collecting the child. If they are unknown to staff, the identity of the person collecting the child should be confirmed by sighting ID – preferably photographic ID, for example, current driver's licence.
- 7) Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above.
- 8) Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

A.5 Fees

A.5.1 Policy

LOOSH sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

A.5.2 Considerations

- Education and Care Services National Regulations 168, 172, 173
- National Quality Standard 7.3
- Other Service policies/documentation
 - Enrolment Form
 - Enrolment & Orientation Policy
 - Delivery & Collection of Children Policy
 - Confidentiality Policy
 - Governance & Management Policy
 - Family Handbook
 - Child Care Subsidy System

A.5.3 Procedures

A.5.3.1 Membership

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.

As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

A membership fee of \$20 is payable on an annual basis

A.5.3.2 Child Care Subsidy

Some Australian families are eligible to receive Child Care Subsidy. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with the Family Assistance Office.

The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

A.5.3.3 Bookings and cancellations

Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.

Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.

A.5.3.4 Absences

Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.

The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.

A.5.3.5 Non-notification

Families who fail to notify LOOSH of an absence or change of pick up person will incur a \$10 non-notification charge to cover the time it takes for a staff to verify this information.

A.5.3.6 Service closure

No fee is charged while the service is closed over the Christmas/New Year period.

A.5.3.7 Payment of Fees

Families are expected to setup a direct debit when they enrol their children by entering payment details into QikKids. Fees for casual users should be direct debited the week the program is used. Vacation Care users are required to complete payment in order to confirm care for the requested days. A statement of fees charged by the service will be provided monthly to all families (Regulation 168).

Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

A.5.3.8 Debt recovery

The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.

Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:

- 1) An initial letter or email stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment.
- 2) If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan
- 3) Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
- 4) If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
- 5) The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

A.5.3.9 Late collection fee

Should a parent collect their children after 6pm, they will be charged a late fee of \$2 per minute per child. Whenever possible, parents should advise the centre when they will be late to collect their child.

The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).

In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide

if families will be charged the late fee. Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

A.5.3.10 Methods of Payment

Fees for permanent and casual child care places must be paid via direct debit through QikKids.

Vacation care users can be paid by:

- Direct Deposit - from your bank account or credit card to the service's bank account, provided in the parent handbook.

The service discourages cash payments.

Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

A.5.3.11 Confidentiality

All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.

Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

A.5.3.12 Increase of fees

The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase (Regulation 172).

A.5.3.13 Acknowledgement of responsibility to pay fees

Families are required to read and sign that they understand their responsibility for fee payment on the service's Enrolment Form.

DATE ENDORSED	1 July 2020
DATE FOR REVIEW AND EVALUATION	1 July 2022

A.6 Delivery & Collection of Children

A.6.1 Policy

LOOSH will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

A.6.2 Considerations

- Education and Care Services National Regulations 99, 158-161, 168, 176
- National Quality Standard 2.3, 7.3
- Service policies/documentation:
 - Family Handbook
 - Staff Handbook
 - Acceptance and Refusal of Authorisations Policy

- Enrolment and Orientation Policy
- Administration of Medication Policy
- Providing a Child Safe Environment Policy

A.6.3 Procedures

A.6.3.1 Delivery of Children

Children are not to be left at the service unattended at any time prior to the opening hours of the service.

The attendance register must record the child's time of arrival and have a signature documented.

Educators will be aware of each child's arrival at the service. Staff will remind parents/guardians that any points of information such as any particular requirements for the day or any changes to who will collect the child must be emailed to the service.

If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Administration of Medication procedures.

A.6.3.2 Collection of Children

Children must be collected by the closing time of the centre.

Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis.

The authorised nominee who is collecting a child must sign the attendance register and record the time of collection and their signature.

Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.

Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.

If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Responsible Person or allocated LOOSH staff in the parent area will also request identification from the person collecting the child.

In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.

A.6.3.3 Absent and Missing Children

Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.

Families will be informed of their notifying responsibilities upon enrolment and through the family handbook.

If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.

Should a child not arrive at the LOOSH collection point for their class when expected, educators will:

- Ask the other children of their knowledge of where the child might be (any information they provide will need to be verified by an adult)

- Approach the classroom teacher and ask for information regarding the child's attendance at school, ask LOOSH administration to verify the child's attendance on Sentral (when available).
- If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
- If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
- If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
- Continue to keep in contact with the school during this time.
- Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
- If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
- Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

A.6.3.4 Unregistered children

Between the hours of 7-9am and 3-6pm, children attending LOOSH will be signed in by a parent/guardian (AM) or a LOOSH staff (PM).

During Before School Care, if a child presents to LOOSH that has not been signed in by a parent (and does not appear on the roll) the person in charge will make inquiries on the LOOSH register to ensure that the child is not registered to attend. If the child appears on the roll, LOOSH staff will sign the child into the program and notify the parent as soon as possible of their responsibilities regarding sign in procedures.

If the child is not registered and it appears that no parent or guardian is present, LOOSH staff will escort the child to the School Office. LOOSH staff will inform the School Office Staff that the child is not registered to attend LOOSH and the child will be "handed over" to the School Office.

After School Care: If a child presents to LOOSH staff that is not registered to attend on that particular day either by permanent or causal booking the following will apply:

- The LOOSH staff doing collection will register all children first and notify the shift supervisor that there is an unregistered child. The child is not to be left unattended while inquiries are being made.
- LOOSH will make inquiries on the LOOSH register to ensure first that the child is not registered to attend.
- If the child is not registered and there appears that no parent or guardian is available to pick the child up, the classroom teacher/ LOOSH staff will escort the child to the School Office.
- LOOSH staff will inform the School Office Staff that the child is not registered to attend LOOSH and the child will be "handed over" to the School Office.
- Should the parent, once contacted by the School, indicate the Child should attend LOOSH, the School shall contact the LOOSH office. The parent will be contacted by LOOSH staff to confirm this and ensure the child is placed on the register and appropriate records and fees for service can be endorsed.

A.6.3.5 Unsupervised children

During Before School Care: Prior to the start of school supervision (8:40AM) any unsupervised children not registered at LOOSH should be directed to the school office to await the teacher on duty.

During After School Care: After 3:30pm, any unsupervised children not registered at LOOSH should be directed to the school office to await collection by a parent/guardian.

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DATE FOR REVIEW AND EVALUATION	18 February 2021

A.7 Governance & Management

A.7.1 Policy

LOOSH aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the constitution that deals with the key legal requirements for running the organisation. A copy of the constitution will be readily available to all committee members to consult. New members will be provided with a link to the LOOSH website that contains an electronic copy of the constitution as part of their orientation.

For the purpose of Regulations the Management Committee is the Approved Provider.

The Management Committee as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy.

The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 are available for inspection at the service at all times (as per Regulation 171).

A.7.2 Responsibilities

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

Compliance monitoring	Ensuring compliance with the objects, purposes and values of the service, and with its constitution
Organisational governance	Setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
Strategic planning	Reviewing and approving strategic direction and initiatives
Regulatory monitoring	Ensuring that the service complies with all relevant laws, regulations and regulatory requirements
Financial monitoring	Establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service's budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
Financial reporting	Considering and approving annual financial statements and required reports to government
Organisational structure	Setting and maintaining a framework of delegation and internal control
Staff selection and monitoring	Selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
Risk management	Reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise

Dispute management

Dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers

The Nominated Supervisor is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies set by the Approved Provider, including:

- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff
- Having input into the annual budget and managing day-to-day operations within the budget
- Maintaining an effective risk management framework
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation's performance

A.7.3 Considerations

- Education and Care Services National Regulations 103, 168, 171, 172, 173, 177, 183-185
- National Quality Standard 7.3
- Service policies/documentation
 - Constitution
 - Service Philosophy
 - Quality Improvement Plan
 - Family Handbook
 - Staff Handbook
 - Fee Policy
 - Confidentiality Policy
- Other
 - Food Safety Standards.
 - Network Record Keeping Factsheet
 - Child Care Service Handbook (DEEWR)
 - *Work, Health and Safety Act 2011*
 - Child Care Benefit legislation

A.7.4 Procedures

This policy will encompass the following:

- Philosophy and policies
- Financial management
- Facilities and environment
- Equipment and maintenance
- Review and evaluation of service
- Records management
- Work, Health and Safety

A.7.4.1 Philosophy and policies

The development and review of the Philosophy and policies will be an ongoing process.

The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care My Time, Our Place. There will be a collaborative and consultative process to support the development of the philosophy that will include children, parents and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service.

Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.

The Management Committee as Approved Provider will ratify the Philosophy and the policies. Policies can only be altered by the Approved Provider and the changes minuted as a record.

All documents will be dated and include nominated review dates.

There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.

The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

A.7.4.2 Financial management

The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.

In line with this responsibility the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.

Financial reporting including an income and expenditure statement and balance sheet will be presented to the Management Committee at monthly meeting and the opportunity provided to ask questions or seek further advice from any Management Committee member.

A.7.4.3 Facilities and environment

The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.

In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.

Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

A.7.4.4 Equipment and maintenance

Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.

Processes will be in place for routine cleaning of toys and equipment.

A.7.4.5 Review and evaluation of the service

Ongoing review and evaluation will underpin the continuing development of the service. The Management Committee will ensure that the evaluation involves all stakeholders, especially families, children and educators/staff.

The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings of the Management Committee.

A.7.4.6 Confidentiality

All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

A.7.4.7 Maintenance of records

Regulation 177 outlines requirements and includes references to records that services must keep. Regulations 183–184 detail storage of records.

The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.

The Approved Provider assists in determining the process, storage place and time line for storage of records.

The service's orientation and induction processes will include the provision of relevant information to staff, children and families.

Clear guidelines on who will have access to which particular records will be given to committee members, educators and families. These will be available at all times at the service.

The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:

- Australian Tax Office (ATO)
- Family Assistance Office (FAO)
- Department for Education, Employment and Workplace Relations (DEEWR)

In the event of ceasing to operate, the service Management Committee will identify where the records will be kept and seek professional advice on the winding up of the service

A list of nominated contacts for Child Care Management System, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.

A.7.4.8 Work, Health and Safety

Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.

The nominated supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise.

All committee members will be provided with information to assist them in meeting their obligations under the legislation

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A.8 Policy Development & Review

A.8.1 Policy

Our service aims to provide effective management through the ongoing development and review of policies for the efficient operation of the service. This will ensure clear and effective communication between Educators and families which in turn will support the transition for children between home and the service (My Time, Our Place, Outcome 1). Our goal is to ensure that all service policies will be written in plain English and enhance service delivery. Management will ensure that all Educators and families are aware of relevant policies and have free access to the policy manual in a timely manner.

A.8.2 Considerations

- National Regulation 168,171, 172
- National Standard 7.3.5

A.8.3 Procedures

Management will ensure the development of all required policies under the National Quality Framework (NQF)

Other policies are to be developed as deemed necessary by the management.

This will be based on the following criteria:

- An issue or problem arises that is not able to be addressed in a current policy.
- Daily operations of the service are unclear to educators, parents or management.

All policies will reflect the current philosophy of the service which is based on the school age care framework My Time, Our Place.

Policies will be recorded in a loose-leaf policy booklet along with the centre's philosophy, date of endorsement and date of review. This booklet is to be kept in the specified place and made available to those who wish to see it.

Management will ensure that the Director ensures any new management members, educators and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the service are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and educators will be informed of this policy on enrolment/employment and through the Family/Staff Handbook.

Educators and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.

All new policies, or changes to existing policies will be reviewed in the time frame of 6 operating weeks with a minimum of 14 days' notice provided to parents of any policy change being implemented.

All other policies will be reviewed within an 18-month period and more frequently if the need arises or there are changes to legislation or recognised best practice.

The review of policies will be based on the following criteria.

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?

- Does it meet the needs of all involved in the centre?
- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current legislation, acts and standards?

Any changes to existing policies will be circulated immediately to all involved in the service through individual emails, notice boards, personal contact and if felt necessary through a group meeting. The date the changes will become effective will be noted.

All changes are to be recorded in the Management Committee Meeting minutes with the date of endorsement and review.

As an ongoing practice, specific policies may be mentioned again through notice boards, emails, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the centre.

A set of the current policies will be available for all families to access as required.

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A.9 Financial Management

A.9.1 Policy

We aim to provide a quality service that meets the needs of the children by providing them with the resources they need and meet the needs of the parents by providing affordable care. The committee is responsible for all financial aspects and will ensure that all funding, government legislation and acts are fully followed, and that clear records of all the financial transactions are recorded and stored for the required time in a secure place.

A.9.2 Considerations

- Funding and operational agreements
- *Incorporation Act*
- *Income Tax Assessment Act*
- *Goods and Services Tax Act*
- *Superannuation Act*
- Staff Awards
- Fair Work Australia

A.9.3 Procedures

The Treasurer will draw up an annual budget in consultation with the Director and be approved by Management. They will review the budget with the Director clearly identifying relevant issues such as allocated petty cash and monies made available for new equipment.

The Treasurer will report monthly on the progress of the financial state at the committee meetings. This information will be available to members of the association.

New Management members will be provided with a summary of the service's financial position on their election to Management.

The Treasurer will be responsible for ensuring that required financial transactions are recorded properly and stored in a secure place.

The Administrator will draw up a time- table for the year that indicates when all returns, audits, reports and other financial accountabilities are due and will be responsible for ensuring that all these are carried out by the appropriate time frame.

The Administrator will ensure the payment of staff on an agreed basis, according to the appropriate Award entitlements and that all tax and superannuation deductions are made.

The Administrator will be responsible for the day to day financial management of the centre such as collection and banking of fees, allocation of petty cash and payment of bills.

The Treasurer is responsible to ensure the audit takes place and that the balance sheet, income and expenditure statement and financial report are completed. The Audited Balance sheet and Income and Expenditure statement will be presented to the Association's members at the AGM

The Administrator is responsible for ensuring that the financial report is submitted to the funding bodies within the time frame outlined in funding agreements.

All financial records will be kept for a period of 5 years and will be made available for inspection by the relevant government Department officers.

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A.10 Roles of Management

A.10.1 Policy

We aim to provide a quality centre and will ensure that we operate

according to the legal requirements of a managing body. The Management will ensure that decisions are made in a proper way, according to the centre's constitution and in the best interests of the service.

A.10.2 Considerations

- Management structure
- Department of Family and Community Services, operational agreements
- NSW Department of Community Services
- Incorporation requirements

A.10.3 Procedures

The management will ensure that the service is managed according to the funding bodies' requirements and that all relevant guidelines, acts, regulations and the constitution are adhered to.

The management structure will be recorded with the duties clearly described.

Members of the committee will consist of, parents whose children attend the service.

Office bearers will be elected each year at the Annual General Meeting.

All committee members will know the requirements regarding:

- Management structure, roles and duties
- Constitution
- Centre philosophy and goals
- Policies and procedures
- Funding and operational agreements

- National Standards
- Meetings
- Financial requirements
- Employment responsibilities

A handbook for Management will be developed, updated and given to all the Management. Existing members are encouraged to give support to new incoming members.

Membership of the management committee will be open to all parents using the service.

Parents will be actively encouraged to participate.

Decisions about the overall operation of the centre will be made at the management committee level. Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities to have input into the management of the service.

The Director will attend meetings of management and present a written progress report regarding the running of the centre and will provide information to the committee to assist in making decisions.

A staff member may attend a meeting to raise issues on behalf of the staff and to provide feedback to other staff on the committee's decisions.

A.10.3.1 Role of The Committee

The committee is responsible for the ongoing management of the centre. Primarily this involves legal, financial and employment responsibilities.

The responsibility for the day- to -day operations of the centre however is delegated to the Director.

The committee meets in accordance with the constitution.

General ongoing tasks of the committee include:

- Ensuring the needs of the parents, children and staff are met
- Ensuring the smooth daily operation of the centre
- Communication of relevant issues
- Publicity and public relations
- Development and review of policies
- Planning
- Financial management and administration
- Liaison and compliance with funding and licensing bodies
- Employment, supervision and direction of staff, ensuring appropriate industrial awards are adhered to
- Continued maintenance and repair of the building and equipment
- Addressing ongoing issues as they arise

Nominated management members may gain access to the services records, but only in accordance with confidentiality guidelines and when necessary to fulfil their management responsibilities. Confidentiality will be maintained at all levels at all times.

A.10.3.2 Specific Roles of the Officers

President, assisted by Vice Presidents	<ul style="list-style-type: none"> • Facilitate the smooth running of the management committee • Set the meeting agenda, which will cover all necessary business • See that the meeting is properly convened in accordance with the rules of the organisation • Determine if a quorum is present at meetings • Chair the meeting, helping to make the meeting enjoyable, efficient and quick • Ensure the agenda is adhered to and that all members have a chance to contribute to the discussion • Help the meeting come to agreement • When decisions are made, clearly state what the decisions were, who will implement these and ensure this is recorded in the minutes • Summarise at the end of every meeting so that individuals have a clear understanding of tasks to be performed and decisions made • Close the meeting only after the business at hand has been properly conducted • Act as a spokesperson for the committee when necessary
Treasurer	<p>Is responsible to oversee the following tasks which may be delegated as appropriate:</p> <ul style="list-style-type: none"> • Oversee the financial management of the centre • Ensure that true and proper financial records are kept • Plan a budget for financial expenditure in consultation with management • Oversee that accounts are paid promptly • Oversee that records of receipts and payments are kept • Oversee the banking of monies as soon as possible • Oversee the calculation of staff wages, payment of staff and maintenance of wage records • Oversee the deduction of income tax and submitting to the Taxation Department • Oversee the allocation of petty cash and equipment allowance to the centre • Present a written report and Income and Expenditure Statement to the Committee meetings • Ensure an annual audit is carried out • Ensure that all government and funding agreement requirements are carried out
Secretary	<ul style="list-style-type: none"> • Oversee that records of all business to do with the committee, including membership records, correspondence and minutes are kept • Call meetings giving notice as required under the constitution • Before each meeting, organise the venue and type and distribute the agenda • Take the minutes for the meeting • After each meeting, copy and distribute the minutes to the members of the committee in a timely fashion • Ensure the minute book is kept and updated

Staff Liaison Officer	<ul style="list-style-type: none"> • To act as the liaison person between the staff and the committee • To be a contact person on the committee, for staff if required, e.g. issues or problems that they wish to seek the committees advice on • To encourage interaction between staff, parents and the committee • To be on the sub-committee to employ staff for the centre • To ensure new staff are oriented to their job • To encourage staff to participate in staff training • To be involved in staff evaluation and review • To ensure that staff and parent handbooks are updated and available • To participate in the grievance procedure where necessary • To liaise with the Director on the suitability and use of volunteers, work experience or practicum placements
Public Officer	<ul style="list-style-type: none"> • Appointed by the Committee, the Public Officer is responsible for submitting the Annual Returns to Fair Trading.
Fundraising Officer	<ul style="list-style-type: none"> • Assist the Director in researching and developing programs, fundraising ideas and completing grant applications.
WHS Officer	<ul style="list-style-type: none"> • Serve as the Management's representative on the LOOSH WHS committee. • Bring WHS concerns to management.

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A.11 Participation & Access

A.11.1 Policy

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained.

Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the centre.

A.11.2 Considerations

- National Standards Section 5.1 (Participation and access)
- *Family Law Act*

A.11.3 Procedures

Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.

Staff will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.

Staff will accept individual differences in the way parents bring up their children.

Parents will be informed of all relevant issues in the centre through direct contact, emails, notice boards, or letters home.

Parents are welcome in the centre at all times during operating hours and staff will happily explain activities or answer any questions about the centre to them. Parents need to be aware however of the staff's

requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the centre with the Director, an appointed time suitable to both will be organised.

Parents are encouraged to become involved in the centre's activities.

We will actively seek this involvement by:

- Keeping them informed and updated on current issues and activities in the centre
- Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events
- Informing them of our participation policy through the family handbook.
- Informing them of the management structure and how they can be involved
- Inviting them to attend or to read a Management meeting minutes
- Informing them of relevant management decisions
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the centre
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre

A.11.3.1 Access by Non-Custodial Parent

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the centre the staff will:

- Be polite, firm and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, staff may say: "I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent".
- Ask the person politely to leave.
- If they refuse to leave, call the police.

In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

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A.12 Management of Complaints

A.12.1 Policy

The service will maintain a complaints and grievance management system to ensure that all Educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

A.12.2 Considerations

- National Regulation 168, National Standard 7.3.4

- *Community Services Complaints, Appeals and Monitoring Act 1994*

A.12.3 Procedure

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the President or Vice President of the Management, either in writing, verbally or at leichhardtoosh@live.com.au.

The Management will discuss the issue with the Director and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Director and individual to resolve the problem.

All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

The Director or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Director will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the persons satisfaction, external options will be offered such as an unbiased third party.

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A.13 Requests for Financial Donations, Contributions and/or Support

A.13.1 Policy

LOOSH is committed to partnering with the organisations that operate and are connected to the communities that we operate in. This is limited to Leichhardt Public School and St Fiacre's Primary School, Leichhardt Public School P&F and St Fiacre's P&C. LOOSH acknowledges as an organisation that we have shared responsibilities for maintenance of the physical environments we operate in.

A.13.2 Purpose

This policy exists in order to ensure a fair, and transparent assessment of requests for financial donations, contributions and/or support from other organisations.

A.13.3 Rationale

Requests for financial donations, contributions and/or support will be considered by LOOSH if they adhere to the process outlined below. On occasions where LOOSH committee members agree to consider a request for financial donations or financial contributions support the final decision will be subject to a committee vote. LOOSH may make financial donations, contributions or offer financial support to the above named schools and organisations if agreed by vote at a general committee meeting.

A.13.4 Procedures

A.13.4.1 Format for requests for financial donations, contributions and/or support

In order for the committee members to review and consider making a donation to an organisation the following is required:

- A written request from the organisation
- An explanation of the requirement that the financial donation/contribution will be used to fund
- An explanation of the resultant perceived mutual benefit to LOOSH
- The dollar amount required
- Requests in excess of \$2,500 should be supported by at a minimum 2 quotations or an invoice
- Requests in excess of \$5,000 requests should include a business case detailing a description of the project, works, improvements the funds would be used to complete

A.13.4.2 LOOSH process for reviewing and voting on requests

- Any request will require a committee sponsor, if the requests comes directly to the LOOSH Director the committee officers will assign a committee sponsor.
- For a request to be considered it must fall within the available budget.
- A request will be added to an ordinary committee meeting agenda for review by the committee.
- All documentation pertaining to the request will be included with the agenda sent to committee members at least one week prior to the meeting.
- The committee sponsor will present the request to the committee as part of an ordinary LOOSH committee meeting.
- Committee members may request additional information and this may result in a requirement for further discussion or presentations, and for requests for significant financial donations, contributions or support this may result in an additional extraordinary meeting solely focused on reviewing the request.
- For requests in excess of \$2,500 the committee may agree to request a presentation from the requestor.
- Requests will require a formal vote to be approved.
- Requests in excess of \$5,000 will require all committee members to vote.
- Once any request is approved the Director will arrange for payment to be made with one committee member who is an authorised bank signatory to counter sign the transfer.

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B. Child Safe Environment

Child Safe Environment Policy

LOOSH provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators and management are aware of their legal responsibility as Mandatory Reporters to take action to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 & 2.3.2).

Child Safe Environment Considerations

- Education and Care Services National Regulations 82, 84-87, 89,103,105,107-110, 114-115, 155, 170, 176, 168.
- National Quality Standard (Quality Areas 2, 3, 4, 5 & 7)
- Other Service policies/documentation
 - Parent handbook
 - Staff handbook
 - Health and Safety policies and procedures
 - Staffing policies and procedures
- Other
 - *NSW Children and Young Person's (Care and Protection) Act 1998*
 - *Commission for Children and Young People Act 1998*
 - *Child Protection (Prohibited Employment) Act 1998*
 - *Ombudsman Act 1974* (with relevant Child Protection Amendments)
 - NSW Department of Community Services Mandatory Reporting Guidelines
 - NSW Child Protection Interagency Guidelines (2006)
 - *Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13*
 - Keep Them Safe – Information session/ overview participants manual 2009/ 2010
 - My Time, Our Place.

B.1 Managing the Facility

B.1.1 Procedures

B.1.1.1 Security

Only approved educators and management members will be given a key to access the building and equipment areas.

A key register will be maintained that indicates the person's receipt of the key, date received, and date returned on completion of employment or completion of term as member of Management. If the service is situated on a school site, service will adhere to key registry requirements of the school.

Extra keys will only be cut after agreement by the management and a record made of where they are.

All monies and important documents will be kept in a lockable place and access will only be permitted by approved staff and management members.

Educators will ensure that the building is left in a secure manner before leaving and all windows, cupboards, safe, and other relevant areas are locked. All heating and lighting is off and all doors properly secured.

Educators will inform the police and the committee as soon as possible if there has been a break in to the service of any kind.

Educators will remain at the service until the police arrive or inform them of what to do.

B.1.1.2 Buildings, Equipment and Maintenance

Equipment will be chosen to meet the children's developmental needs and interests. There will be sufficient access to furniture, materials and developmentally appropriate equipment suitable for the education and care for each child.

Service premises and all equipment and furniture will be maintained in a safe, clean condition and in good repair at all times.

Children will be provided with adequate, developmentally and age-appropriate toilet, washing and drying facilities. These will enable safe use and convenient access by children.

There must be no damaged plugs, sockets, power cords or extension cords.

All plug sockets shall be maintained as child safe.

Electrical appliances shall be in good working order.

Electrical circuit breakers will be installed and be maintained.

Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs.

Management will develop a list of fully licensed and insured tradespersons, which is made available to educators. This list will be reviewed on an annual basis.

All contractors should have their own public liability insurance.

The service and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft-fall surfacing maintained.

Equipment will be regularly washed and cleaned.

Recycled craft materials should be checked for potential hazards.

Educators should ensure safe handling of all tools if used as part of any activity.

Families will be encouraged to notify educators of any safety issues they observe.

Anything that requires maintenance is to be reported to the Nominated Supervisor as soon as possible.

Faulty equipment should be removed or protection placed around any dangerous building sites.

A maintenance book will be kept that records any maintenance that needs to be addressed. The maintenance book will record:

- Type of problem
- Date that it was observed
- Who notified the Nominated Supervisor and when?
- What was done to rectify the problem?
- Date repaired

- Tradesperson employed to repair the problem

For urgent repairs the Nominated Supervisor will organise a contractor to attend to the problem. The contractor will be chosen from a list that has been previously approved by the committee.

Non-urgent repairs will be recorded in the maintenance book. The Nominated Supervisor will note this in their report and bring it to the attention of management at the next meeting. Management and the Nominated Supervisor will organise to rectify the problem.

For major repairs a minimum of three quotes will be sought and reviewed by management who will make a decision on a further course of action. The Nominated Supervisor or someone with management control may obtain the quotes.

Maintenance reviews should be done as part of the Nominated Supervisor's report at each meeting.

The Nominated Supervisor will also give a review of works completed by any tradesman employed, for future reference.

It is the responsibility of management, once a problem has been raised, to ensure that it is rectified in the most efficient manner and that the service is safe for educators and clientele.

Should the service be considered unsafe or as being a health risk, then the service will be closed, after notice has been given to all relevant parties, until the problem has been rectified.

The service will have an appropriate number of first aid kits that are suitable to the ages and needs of the children attending. The first aid kit will be well stocked and be easily recognised and accessible at all times.

B.1.1.3 Storage

A storage system should be devised that ensures easy access and un-cluttered storage of all equipment.

Storage areas will be cleaned and tidied at least twice a year or when seen as necessary.

Play equipment and toys should be easily accessible to all children during the operating hours of the centre.

Children will show respect for the equipment and be expected to pack equipment away that they have used to avoid trip hazards.

All equipment is to be neatly packed away at the end of each session.

Craft equipment will be stored in a separate area, children should ask permission before removing any craft equipment, such as paints and glues etc. which has not been set up by the staff.

All craft equipment is to be properly washed and cleaned before storage.

Where room permits, a separate storage area will be available for sporting and large outdoor equipment to prevent clutter.

All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications should be stored in the designated secured area which is inaccessible to the children. Educators are responsible to ensure that these areas remain secure and that they do not inadvertently provide access to these items.

Kitchen and other refuse areas will be provided with lidded facilities that are cleaned and emptied daily.

Educators and management will ensure that all family records are kept in a nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

B.1.1.4 Ventilation, temperature and natural light

All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability.

All heating and cooling systems and power cords will be kept in a safe area and away from children.

Educators will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable.

Should educators, children or families complain about the temperature in the service not being at a comfortable level, this matter will be drawn to the attention of management and steps will be made to address the problem.

Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening and protection from bugs and insects.

Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking the activity.

Windows are to be opened during operation of the service unless closed to protect from extreme weather conditions.

Natural light is considered to be most desirable. Provision of natural light areas will be enhanced as much as possible.

In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided.

Adequate light will be maintained both indoors and outdoors. A security light will be placed at the entrance to the service that clearly provides unobstructed view of the door and surrounding areas.

Outdoor lighting will be suitable so that parents, staff and children can enter and exit the building without any unsafe dark areas.

B.1.1.5 Pest Control

Equipment and especially food items will be properly stored so as not to attract pests and vermin.

Refuse bins and disposal areas will be emptied and cleaned daily.

Kitchen, food preparation areas and storage will be cleaned and maintained daily.

All areas will be checked daily for any signs of pests or vermin.

Should any pests or vermin be identified then action should be taken to rid the centre of the problem by:

- Initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products.
- Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of the children.
- Other methods such as the employment of a pest control company if deemed necessary by management where the above methods have failed.

If urgent, the Nominated Supervisor may obtain a contractor from management list to address the problem.

If non urgent, the Nominated Supervisor will bring the problem to the attention of management in their report and management will decide on the appropriate course of action.

All parents will be notified of any use of chemicals.

Any use of chemical products should only be conducted outside the hours of the children and educators' presence in the building.

All action will be taken to remove the children, educators, families and visitors from the environment for as long as is safe and viable.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	20 July 2020

B.2 Managing the indoor and Outdoor Environment

B.2.1 Procedures

B.2.1.1 Indoor Environment

The services indoor environment will be smoke free and no smoking notices will be prominently displayed.

The Nominated Supervisor will only enrol the number of children in the service, which can comfortably fit into the building space being 7 sq m outdoor space and 3.25m indoor space and in accordance with the National Regulations.

Where children are indoors for long periods due to weather conditions, special activities will be planned and other areas sought to disperse the group such as school halls and verandas.

Separate areas in the indoor environment will be provided for:

- Signing children in/out of the centre.
- Collection of fees, answering phones, and maintaining daily records.
- Educators and parents to talk in confidence.
- Children to store their bags and belongings.
- Storage of equipment, food, dangerous materials, and family records.
- Preparation of food and drinks.
- Kitchen and other refuse.
- Cleaning of equipment.
- Male and female toilet, hand basins and hand drying facilities.
- Creative and other activities.
- Large and small group activities.
- Display of children's activities and work.
- Quiet space for children to retreat to, or do homework or lie down if unwell.

The indoor area is to be set up to allow children to participate in a variety of activities with easy access to equipment. Drawing paper and other materials will be made available to the children at all times.

Easy access to areas should be maintained by making clear easily definable passageways and walkways through the building.

Staff will ensure that children properly store their bags and other items are not thrown into walkways or play areas.

All items obstructing areas are to be removed and placed in the correct storage areas.

Areas must be set up to ensure that proper supervision can be maintained at all times.

Access to the outdoor environment should be clear and easily accessible by the children and staff.

B.2.1.2 Outdoor Environment:

The outdoor environment provides each child with at least 7 square metres of unencumbered outdoor space in compliance with National Regulation 108.

The outdoor environment will be smoke free and where possible, no smoking notices will be prominently displayed.

The outdoor space will be inspected daily for any obstacles or dangerous items and the hazard check will be recorded.

Any hazardous items will be disposed of in a safe and careful manner prior to the children playing in the area.

The outdoor space will be set up in a variety of ways to encourage participation.

Areas will be made available where children can play in large or small groups or by themselves.

Supervision should be properly maintained. Children are only to play in areas that are clearly visible to educators, and where child/educator ratios are maintained.

Clear boundaries shall be set and enforced.

When it is necessary to go outside the boundaries or line of supervision, an educator must accompany children.

Adequate shade via trees and coverings will be maintained.

As far as possible, activities will be set up in shaded areas.

Use of other outdoor venues will be considered where access to the area is safe, adequate supervision can be maintained, the area is considered of value to the children's physical development and personal comfort, and where adequate staff/educator ratios can be maintained.

DATE ENDORSED	20 February 2019
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B.3 Child Protective Practices**B.3.1 Procedures****B.3.1.1 Mandatory Reporting**

A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.

In OSHC services mandatory reporters are:

- Educators that deliver services to children
- Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

Educators are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the *NSW Children and Young Persons (Care and Protection) Act 1998*, Section 23 (1):

- a-b) Child is at significant risk of harm – Neglect
- a) Basic physical or psychological needs not being met or are at risk of not being met.
- b) Parents/carers unwilling or unable to provide necessary medical care

- b1) parents/carers unwilling or unable to arrange for the child or young person to receive an education
- c) Child is at significant risk of harm – Physical / Sexual abuse
- d) Child is at significant risk of harm – Domestic violence
- e) Child is at significant risk of harm – Serious Psychological harm
- Child is at significant risk of harm – Prenatal report

Educators will undergo training in relation to child protection and reporting as part of the training budget.

Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.

Any educator who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with the Nominated Supervisor and/or the Responsible Person in charge of daily operation as they may have information the educator is not aware of. The incident/s that lead the educator to form the belief should be recorded concisely, include as much detail as possible and be kept in a secure place to ensure confidentiality.

The Nominated Supervisor/Responsible Person will then assist staff in completing the online Mandatory Reporters Guide (MRG) to determine whether the report meets the threshold for **significant** risk of harm (see point below for further information regarding the MRG).

If directed by the MRG to report to Community Services, should report their concerns to the Child Protection Helpline:

- Mandatory Reporters phone 13 36 27
- Non-Mandatory reporters phone 132 111

When reporting to the Child Protection Helpline, it is important to have as much information as possible available regarding the child/children involved and any specific incident details. This might include child's information, family information, reporter details and outcomes of the MRG.

If the Nominated Supervisor has been advised to but has not reported to Community Services you are legally responsible to do so.

Once a report is made to the Child Protection Helpline no further report needs to be made unless new information comes to hand.

B.3.1.2 Mandatory Reporting Guide (MRG)

The MRG has been developed to help frontline mandatory reporters, including OSHC educators, determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide the reporter on what action should be taken. The MRG is an interactive tool and is available online at www.keepthemsafe.nsw.gov.au.

If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.

If new information presents concerning the child or young person run the MRG tool again.

Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.

The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

B.3.1.3 Information exchange

In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.

The *NSW Children and Young Persons (Care and Protection) Act 1998* has been amended (2009) to include chapter 16A Information Exchange

Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people

Under Chapter 16 A *NSW Children and Young Persons (Care and Protection) Act 1998*, educators will exchange information that relates to a child or young persons safety, welfare or wellbeing, whether or not the child or young person is known to Community Services and whether or not the child or young person consents to the information exchange.

The information requested or provided **must** relate to the safety, welfare or wellbeing of the child. Information includes:

- A child or young persons history or circumstances
- A parent or other family member, significant or relevant relationship
- The agency's work now and in the past

Where information is provided in good faith and according to legal provisions, under section 29 & section 245G *NSW Children and Young Persons (Care and Protection) Act 1998* reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

Where a complaint is made about an educator or someone in the service:

- Should an incident occur that involves a child being put at risk of harm from an educator, volunteer, trainee or person visiting the service, this is regarded as '**reportable conduct**' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.
- Where the allegation is made to an educator or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Nominated Supervisor or responsible person in charge is suspected then the service's management should be informed.
- The relevant forms together with information and assistance are available on line at www.ombo.nsw.gov.au.
- The person making the report should follow the advice of the Ombudsman's Departmental Officers. Management will also follow this advice.
- The matter will be treated with strict confidentiality.
- For the protection of both the children and the educator involved, the educator should be encouraged to take special leave or be removed from duties involving direct care and contact with children, until the situation is resolved.
- Support should be provided to all involved. This support can be given in the form of counseling or referral to an appropriate agency.

B.3.2 Recruitment of staff

All educators employed by the service including management, full time/ part time and casual educators, volunteers and students will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. Written approval from the prospective employee will be sought prior to this check being carried out.

When the service engages a self-employed individual to provide services, the provider is required to provide a **Certificate for Self-Employed People**. This certificate ensures verification that the person employed is not banned by law from working with children. Application form and instructions are available at www.kids.nsw.gov.au.

DATE ENDORSED	20 February 2019
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B.4 Supervision

We believe that effective supervision is essential to ensure that all children are safe. Staff should ensure that children are adequately supervised in their indoor and outdoor play – paying particular attention to children’s transition between areas, blind spots and toileting. **From 8:40am to 3:30pm (and outside these times for tutoring) children from Leichhardt Public School who don’t use LOOSH will also be on school grounds. Staff need to be extra vigilant during this time.**

B.4.1 Procedures

B.4.1.1 Indoor Supervision

Staff should:

- **(In After School Care only) Ensure children stay inside their program area until the Responsible Person ensures school gates are locked each afternoon. Primary & Juniors need to be supervised directly if they are using the bathrooms during this time.**
- Focus their entire attention on the supervision of children within their program area.
- Actively supervise children to identify risks and therefore minimise injury.
- Position themselves to ensure children can be seen at all times & move around their area regularly checking nearby out of bounds areas.
- Stop rough play before it escalates.
- Review safety rules with children before commencing an activity that has inherent risks.
- Regularly scan the area to ensure all children in the vicinity are adequately supervised and are participating in appropriate play.
- Ensure that there is a variety of activities to allow for children’s interests and to ensure that staff resources are not stretched (Effective Supervision, OSHCQA Factsheet 2).
- Communicate over walkie talkies if children are moving between program areas and monitor their return, i.e. child going to seniors to drop off resources
- Supervise in close proximity to the children.
- Ensure children’s play and behaviour does no result in injury or harm to the children.

B.4.1.2 Supervision in the toilets area

Staff should:

- Be aware of children’s safety when they use the toilets.
- Monitor when children return from the toilet - visit the toilet area if children have not returned within a reasonable time.
- Children should not play in and around the toilet area – staff are to redirect them to other areas/activities.
- Check the toilets near their rostered area regularly, where they don’t have line of sight supervision (Kindy & Senior toilets).
- Send children with a buddy when they go to the toilets after regular outdoor supervision ceases.

B.4.1.3 Outdoor supervision

Staff should:

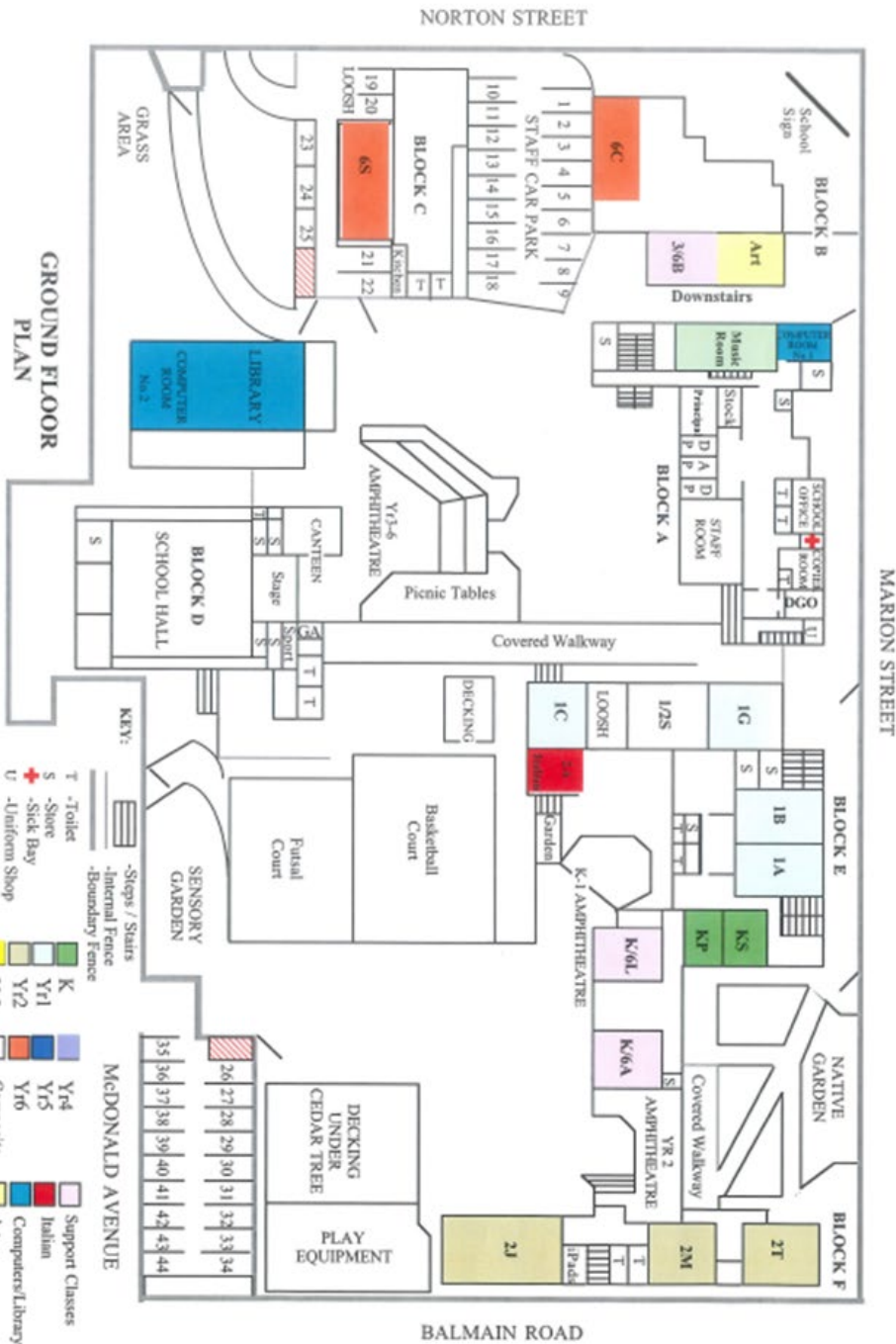
- Position themselves to allow them to watch the maximum area possible.
- Move around to ensure the best view of the area and to avoid having their back to children.
- Familiarise themselves with the boundaries of their allocated area and ensure that children are playing within these boundaries at all times.
- Discuss with children found in out-of-bounds areas, the appropriate play areas and the importance of playing where they can be seen.
- Ensure to revisit safety rules with children and identify risks before commencing activities.
- Staff should be aware of and prevent where possible, situations where children could potentially injure each other.
- When talking to or playing with one child ensure to keep an eye on the whole group.

B.4.2 LOOSH Supervision Areas

(See map overleaf for further clarification)

No.	Area	Primary Focus	Secondary Focus
		<i>Main area that you are rostered on and supervising.</i>	<i>Check these adjacent areas regularly (every 5 to 10 minutes) to ensure children aren't playing in unsupervised areas.</i>
1)	Primary Parent area	Primary playroom area where you base more attention in this area	Primary toilets and amphitheatre (not a designated play area)
2)	Primary Planned Experience	Primary kitchen	Airlock corridor (not a designated play area)
3)	Primary Soft fall Supervision	Soft fall area	Hall toilets, sensory garden and the side of the hall (not a designated play area)
4)	Junior Parent Area	Hall	Airlock corridors in the hall and the toilets (not a designated play area when the outdoor areas are closed)
5)	Junior Planned Experience	Hall	Airlock corridors (not a designated play area)
6)	Junior – Soft fall (Game) Supervision	Soft fall area	Hall toilets, sensory garden and the side of the hall (not a designated play area)
7)	Junior:		
	• Playground (PG)	Playground area	Between PG and Soft fall and SP
	• Sandpit (SP)	Sandpit	Between Soft fall and the PG
	• Garden (G)	Garden	Side of the hall (not a designated play area)
8)	Senior Parent Area & Seniors Room	Senior room	Kitchen, senior outdoor stairway, toilets and the adjacent classroom (not designated play areas)
9)	Senior Planned Experience	Craft room area and the main senior's room	Kitchen, senior outdoor stairway, toilets and the adjacent classroom (not designated play areas)
10)	Asphalt Area	Asphalt area	Senior outdoor stairway and the grass area (not a designated play area)
11)	Senior:		

	<ul style="list-style-type: none"> Playground (PG) 	Playground area	Surrounding area between Playground and Soft fall
	<ul style="list-style-type: none"> Sandpit (SP) 	Sandpit	Surrounding area between Soft fall and the PG
	<ul style="list-style-type: none"> Garden (G) 	Garden	Side of the hall (not a designated play area)
12)	Gate Greeter	Asphalt next to Marion Street gate	Wider Asphalt and Kindy airlock (not a designated play area)



DATE ENDORSED	17 February 2020
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C. Staffing

C.1 Staff Selection

C.1.1 Policy

We believe that staff are the most valuable asset to the quality of the centre and that high quality staff are imperative to the smooth running of the centre. We aim to employ the best possible staff for the position through fair advertising and selection processes.

C.1.2 Considerations

- *Equal Opportunities Act*
- Anti Discrimination Laws
- Prohibited Employment Legislation (Working With Children Check)
- National Quality Standard Quality Area 4
- National Regulation 168(2)(i)

C.1.3 Procedures

C.1.3.1 Selection panel

When a position becomes available the Management will appoint a selection panel to conduct the selection process.

Where possible, the panel will consist of three members: two representatives of Management and the Coordinator. A convenor of the panel will be nominated.

Where the position is for the outgoing Coordinator a staff representative will be placed on the panel.

The panel will:

- Approve the job description and select criteria for the position
- Determine the method and placement of advertising and place the advertisement including notification of the Working With Children Check
- Ask applicants to complete written consent to screening
- Short-list the applicants
- Arrange interview questions, date and time
- Contact the applicants for interview
- Conduct the interviews
- Arrange for the Working with Children Check on the preferred applicants
- Ensure that approval for selected staff person has been approved under WWCC
- Conduct employment reference checks
- Make a decision on a suitable applicant, which is put before the Management for final approval
- Offer the position to the successful applicant and contact the unsuccessful applicants after the position has been accepted
- Set date for the commencement of employment and orientation of the new person
- Prepare and have successful applicant sign contract

C.1.3.2 Advertisements

Advertisements shall be advertised internally and placed on one or more job search website. (Seek, Network of Community Activities job board, TAFE, Sydney Uni, Childcare Jobs, etc.)

Advertisements are to include:

- Job title
- Specific employment information, including hours of work and Award rate
- Include that Working With Children Check required
- Applications in writing should include:
 - contact telephone numbers
 - resume
 - minimum of (2) referees: at least one a work reference, and full contact details
 - how the applicant's qualifications address the selection criteria
- Closing date, email address and postal address for applications
- Contact name and number where the applicant can obtain more information

C.1.3.3 Interviews

The selection panel will draw up suitable interview questions, which relate to all aspects of the position and ensure equal opportunity guidelines are followed. The panel will decide who will ask each question.

Within 5 days after the closing date, the panel will meet to discuss the applications, develop a short list and decide on the interview date and times.

An appropriate time frame will be allocated to each interview, with a short break between, for discussion amongst the panel members.

A nominated person on the selection panel will contact the applicants to determine the time and date of interview.

Each applicant will be given a copy of the job description and relevant child protection forms at the interview.

Each applicant will be asked the same questions with their answers recorded.

The panel can use a standard rating scale to evaluate each applicant's answers.

The panel will discuss each applicant and their suitability for the position based on their answers, qualifications and experience, comments from referees, and the selection criteria drawn up by the panel.

Should the panel have difficulty in deciding between two applicants, a second interview for these applicants will be conducted, with new questions.

The panel will then make a decision on the best and 2nd best applicants for the job according to the selection criteria. The preferred applicant's referees will be contacted to confirm applicant's suitability and checked with the Approved Screening Agency before offering the applicant the position in a 'child related' field.

Should the applicant decline the position the panel will offer the position to the 2nd best applicant. If none are seen as suitable, the position will be re-advertised or a current employee may act in the position for up to one year.

C.1.3.4 Notification

Applicants will be given an approximate time that they will be contacted regarding their success for the position.

A person on the selection panel will notify the successful applicant in writing and negotiate a starting date. Offers of employment are conditional on a successful screening check has been completed. If this is not reasonably practical, the employment is to be offered subject to the check being completed. Applicants are to be notified of this condition.

After the appointment has been accepted in writing, the other applicants will be notified that the position has been filled.

C.1.3.5 Equal Employment Opportunities

All staff positions will be advertised according to Equal Opportunity Legislation.

No one will be discriminated against on the basis of his or her cultural background, religion, sex, disability, marital status or income.

All applicants and referees will be asked the same questions.

All applicants will be selected according to equal opportunity guidelines.

Selection will be based only on suitability for the position based on the selection criteria, which have been drawn up by the panel. The criteria will cover issues such as

qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, demonstration in being a fit and proper person for the job, including Working with Children Check and appropriate answers to the interview questions.

C.1.3.6 Casual Vacancies

In certain circumstances, it may be necessary to employ new casual staff at short notice, when there is insufficient time to undertake a formal staff selection process.

A register will be kept of persons interested in casual work at the Centre that should include contact information and details of qualifications and experience.

Before employment as a casual employee, all applicants must be interviewed by the Coordinator, must undergo a Working with Children Check, and undergo an induction.

When a permanent position becomes available, casual employees will be notified and invited to apply.

The Coordinator has delegation to employ casual staff.

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DATE FOR REVIEW AND EVALUATION	18 February 2021

C.2 Conditions of Employment**C.2.1 Policy**

We aim to provide a flexible, harmonious working environment that ensures the rights of employees are met at all times. All staff will be employed under the appropriate awards and conditions, taking into consideration *Equal Employment Act, Income Tax Assessment Act, Superannuation Act, Industrial Dismissal Act, and Work, Health and Safety Act.*

C.2.2 Considerations

- Appropriate Awards and Conditions
- *Income Tax Assessment Act*
- *Superannuation Act*
- *Industrial Dismissal Act*
- *Work, Health and Safety Act 2011*
- National Quality Standard Quality Area 4.1
- National Quality Standard Quality Area 7.1

C.2.3 Procedures

All relevant conditions set down by the award and in the staff manual will apply to all employees.

Management will ensure they are aware of the appropriate conditions and keep up to date in relation to any changes in the Award.

The staff are encouraged to remain up to date with their appropriate conditions and inform management of any changes.

Staff appraisals will take place after a period of 3 months in the position.

Appraisals will then be conducted on an annual basis.

All staff will maintain professional behaviour at all times.

All grievance issues are to follow the appropriate procedures as outlined in the grievance and discipline and dismissal policies.

The staff will be paid weekly in the form as advised by Management.

Annual leave will be taken as negotiated with Management.

Annual Leave will be negotiated by staff and management to ensure the required staffing levels are maintained at all times.

Applications for leave must be submitted 4 weeks prior and be approved by the Coordinator. Management Committee must approve Coordinator's annual leave.

Approval of applications for leave without pay will be at management discretion.

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C.3 Staff Orientation

C.3.1 Policy

Staff orientation is an important process, ensuring staff are fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees in the Centre, providing them with a clear understanding about the service and its operations and their expectations within the Centre.

C.3.2 Considerations

- Staff Awards and Conditions
- National Quality Standard Quality Area 7.1.2

C.3.3 Procedures

The Coordinator will conduct the orientation process as soon as possible, after the applicant has accepted the position. The orientation process will include:

- Introductions to existing staff and management
- Guided tour of the service
- Being shown where all relevant records are kept
- Discussion about working arrangements and expectations, including professional code of conduct and duty of care
- Information about the review and appraisal system
- Opportunity to ask any questions regarding the centre or expectations

In addition to a uniform & name badge, the new staff member will be provided with the following information:

- Centre operation and hours
- The service philosophy and policies
- Family Handbook
- Centre's code of conduct
- Job description
- Performance objectives as detailed in the performance appraisal
- Emergency procedure duties
- Terms and conditions of employment
- Superannuation information and forms
- Taxation forms
- Probation period and review and appraisal procedure
- Appropriate lines of communication with staff and management
- Names & contact details of staff liaison on Management Committee
- A WHS checklist to ensure they are ware of key issues & contacts

C.3.3.1 Review of the orientation (for permanent employees)

Approximately one month after commencement, the Coordinator will review the orientation process in order to:

- Ensure the person has been informed about, and understands, all the required information about the Centre's operations, policies and procedures
- Ensure that they understand their roles and responsibilities, including the professional code of conduct
- Give the person an opportunity to address any further issues they may have.
- Give the person feedback about their performance to date

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

C.4 Staff Code of Conduct & Professionalism

C.4.1 Policy

The professional attitude and behaviour of the staff is of utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and

families in the centre. We aim to provide clear guidelines to the staff regarding the expectations for their professional behaviour in the centre.

C.4.2 Considerations

- Network's Code of Professional Practice
- Duty of Care
- National Quality Standard Quality Area 4.2
- National Quality Standard Quality Area 4.3

C.4.3 Procedures

Staff professional code of conduct, duty of care and expectations will be discussed in the initial orientation process of all new staff.

Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.

Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.

The Management in conjunction with the Coordinator will immediately address any breach of the professional expectations outlined. If the concern involves the Coordinator, two representatives from the Management Committee, will conduct the discussion.

All discussions will be recorded and standard of behaviour and expectations clearly explained.

Any further problems will be addressed as per the discipline procedure.

Staff will be made aware of the centre's philosophy and policies and will be expected to follow these. Should staff have any concerns with the policies they are to raise this with the Coordinator or committee liaison officer.

Staff will be expected to know, understand and perform their duties as detailed in their job description.

Staff will be expected to maintain and improve their skills through participation in staff training and development opportunities. The committee will ensure that monies are made available in the budget for staff training.

Staff will be expected to start duties on time.

Staff will be expected to dress appropriately for their duties, in closed-toe shoes, staff shirt, name badge & hat (when outdoors).

Staff must not attend work under the influence of drugs or alcohol.

Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible

Staff will use only suitable language that is not offensive to other staff, parents and children.

Staff will be expected to maintain confidentiality.

The centre is a smoke free zone. Staff may not smoke in or around the building, or in the sight of the children.

Staff will be expected to know and comply with child protection policies.

The quality of the centre and positive working environment are dependant on good staff-parent relationships. Staff will follow proper communication procedures as outlined in the Code of Professional Practice booklet provided to them during their orientation.

The maintenance of good teamwork will be an expectation outlined in all job descriptions.

Staff will be shown Network's 'Code of Professional Practice for OOSH Services'.

Any conflicts that arise must be addressed as outlined in the grievance procedure.

Determining responsible person present

Under usual circumstances the Nominated Supervisor will be the person responsible for the day to day running of the Centre.

If the Nominated Supervisor is not present, a Certified Supervisor will assume the role of responsible person.

If there are multiple Certified Supervisors present, one will be selected on instruction from the Nominated Supervisor, arrangement with the Management Committee, or consultation with Staff.

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C.5 Training & Development

C.5.1 Policy

We believe that the quality of the service is enhanced through continual staff training and development. We aim to provide staff with encouragement and support to further their skills in the out of school hours field.

C.5.2 Considerations

- National Quality Standard Quality Area 4.1
- National Quality Standard Quality Area 6.3
- National Quality Standard Quality Area 7.2

C.5.3 Procedures

Management will ensure that sufficient funds are made available in the budget for all appropriate in service training and development.

The Coordinator will inform the committee of any specific training and development needs of the staff.

Staff appraisals and the centre requirements will be used to ascertain further training needs.

The Coordinator, in conjunction with the committee, will access all training available and determine what will be attended and by whom.

Where possible a yearly plan of training will be made, including dates, staff attending, and costs.

All staff will be given the opportunity to be involved in some form of training throughout the year.

All staff will be given opportunities to upgrade their qualifications in line with the National Standards.

A variety of training methods will be used including:

- Internal workshops, which can be conducted by staff or outside presenters
- External meetings with other centres, with exchange of ideas

- Time allocation made to staff to review any new resources that may be of value
- External workshops, conferences and seminars
- Accredited short courses provided by registered training organisations

Staff are encouraged to share relevant skills and knowledge they obtained from any training with the other staff in staff meetings or where more time is required in an internal workshop.

All staff will be considered to be at work for the duration of any training activity they attend for the centre.

The centre will cover the costs of all authorised training.

The individual however will cover tertiary study costs.

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C.6 Staff Review & Appraisal

C.6.1 Policy

We aim to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An appraisal system will be conducted to provide avenues for discussion and improvement.

C.6.2 Considerations

National Quality Standard Quality Area 7.2

C.6.3 Procedures

All staff will be informed of the appraisal system on acceptance of the position, and given details in the orientation process.

An initial review will be undertaken after a period of three months in the position. Appraisals will then be conducted on an annual basis.

Staff and management will agree with the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the Management and staff.

All staff will be given at least two weeks notification of an upcoming appraisal and a convenient time arranged for both parties.

The appraisal system shall clearly state the expectations for each position and identify clear performance measures.

The appraisal system shall ensure two way communication is maintained and is used as a positive avenue for improving staff performance.

The appraisal system can be used, as a tool to identify future training needs of the staff.

At the completion of the appraisal an action plan will be developed identifying areas of training, and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties.

Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:

- Action plan developed to identify areas for improvement, including a time frame for further review
- Training areas identified and put into place as soon as possible

- Support and guidance given to the staff to help them through the process and assist them in achieving the required standards
- The support can be given through the Coordinator or the Committee liaison officer
- A record made of the above, dated and signed by both parties
- Should no improvement be made by the next review then further action will be taken

If the staff member is still dissatisfied then they should put their concern in writing, asking for the decision to be reviewed or that they wish to pursue the issue further through other avenues.

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C.7 Grievance Procedures

C.7.1 Policy

We aim to maintain a positive working environment for staff and for the committee. We will do this through addressing all work-related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practiced at all times.

C.7.2 Considerations

- Relevant industrial agreements
- Privacy conventions
- National Quality Standard Quality Area 7.3

C.7.3 Procedures

C.7.3.1 General Grievance Procedure

On commencement all staff and management committee members will be given the guidelines for grievance procedure.

To facilitate communication between staff and management, the management committee will annually appoint one of its members as the Staff Liaison contact.

Staff and committee members will annually be offered the opportunity to participate in some form of conflict resolution training.

All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.

Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.

Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate. (See Discipline Policy)

Any problem, complaint or concern arising between staff or between committee members should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.

Meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about the centre. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.

Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, management may decide to investigate those other issues.

C.7.3.2 Formal Grievance Procedure

Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.

NOTE: Grievance between staff: as appropriate, the Coordinator, or the Staff Liaison should be briefed about the grievance and its status.

C.7.3.3 Grievance Between Committee Members

The whole committee should be briefed.

The grievance(s) will firstly be investigated by the Coordinator or Management Committee as appropriate.

The investigation will involve:

- interviews with both parties and/or witnesses
- assessment of relevant documentation e.g. job descriptions, policies, etc.
- preparation of a clear description of the issue
- arranging a formal meeting between parties

A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, and is impartial, having no input to the content of the meeting, and will prepare a written record of the outcome(s) of the meeting.

Where the centre cannot identify a suitably impartial person, the management committee will agree to invite a qualified mediator to assist.

The meeting will:

- identify the issue(s) of concern and persons who are involved
- arrange all parties to be involved and to put forward their views
- identify alternative solutions
- attempt to reach a mutually satisfactory resolution of the issue(s)

At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting but may offer support and advice to their party during the meeting.

A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files.

The neutral party will inform the management committee of the meeting's outcome(s).

Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.

If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other avenues.

NOTE: Where the issue of grievance is between management and staff and concerns work performance or practice, then the Discipline Policy will be followed.

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C.8 Disciplinary Action

C.8.1 Policy

We aim to provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work. Should staff fall below clearly identified standards then we will address this in a swift and considerate manner.

C.8.2 Considerations

- National Quality Standard Quality Area 7.3
- Relevant industrial agreements

C.8.3 Procedures

It is important that the staff are fully aware of their obligations as an employee in the centre and that clear guidelines are given regarding staff duties, code of conduct and professionalism.

Management will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.

Staff are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.

Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.

Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.

Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.

The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however staff should be aware of the whole process.

Should staff fall below the clearly identified standards then the Coordinator will:

Step 1: Verbal Warning	<ol style="list-style-type: none"> 1. Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. This warning shall be given in such circumstances that maintain confidentiality. A written record will be stored in the staff member’s file. The issues must clearly relate to the job description. 2. Indicate what should happen to improve the situation and how the staff member can improve their performance. 3. Identify any support needed to assist the staff member to make the changes and take steps to implement these. 4. Indicate how the improvements will be measured, and when a review will take place. (1-4 weeks depending on the circumstances) 5. Give an opportunity for the staff member to respond to the concerns and seek union representation if required. <p>If this resolves the issue then there is no need to go any further.</p>
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<p>Step 2: Written Notice</p>	<ol style="list-style-type: none"> 1. Where the problem continues to occur, the staff member will be given written notice of the complaints against them. 2. A formal documented interview with the management committee will take place. The worker should attend and has the right to reply and discuss any complaints against them, or to be represented by a union member or other representative of their choice. 3. The staff member will be given at least 48 hours notice of the meeting. 4. Minutes will be taken of the meeting and copy put on the staff members file and given to the staff member. The staff member may attach a written reply to the minutes. 5. The aim of the meeting is to negotiate how the situation may be improved. 6. The staff member will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these, and told the method and date of review of their performance. 7. Consideration may be given to placing the staff member on probation. 8. The staff member will be informed at this stage that termination will be considered if no changes occur. <p>If this resolves the issue then there is no need to go any further.</p>
<p>Step 3: Final Written Warning</p>	<ol style="list-style-type: none"> 1. If the problem still persists another meeting of the management committee should be called and the staff member given notice to attend. 2. The matter should be discussed as per the first meeting and further action considered. 3. At this stage the staff member will be given a "final written warning". 4. Again, the staff member has the right of reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting. <p>If this resolves the issue then there is no need to go any further.</p>
<p>Step 4: Termination Of Employment</p>	<ol style="list-style-type: none"> 1. If the problem still continues after the 3 warnings (2 written & 1 final warning), another special meeting of the management committee will be called and a decision made as to the employment of the staff member. 2. If the management believe that the staff member's performance is unlikely to improve then the staff member will be dismissed. 3. A written notice will be given indicating date of dismissal (1 week from notice) and reasons for dismissal. 4. The staff member may be paid out in lieu of such notice.

C.8.3.1 Procedure for dealing with serious unacceptable behaviour

Where a staff member in the workplace:

- Intentionally endangers life
- Is found stealing
- Reports to work under the influence of drugs or alcohol
- Inflicts or threatens physical or sexual abuse or harassment towards staff or children

The Coordinator or Management Committee will suspend the employee without loss of pay pending an investigation.

The investigation is to be completed within 72 hours and an interview date determined.

If the employee is a union member the union representative will be informed.

The interview is to be attended by the Coordinator, a nominated representative of Management, the person reporting the unacceptable behaviour and the union representative if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.

When immediate termination is required, a dismissal notice is prepared at the interview. When continued employment is recommended a warning letter will be issued.

All the relevant records will be recorded on the employees file.

If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.

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C.9 Casual Staff

C.9.1 Policy

We aim to continue the quality of care in the centre by the employment of fit and proper persons for relief staff. A work agreement clearly outlining their duties and expectations will be given to all relief staff employed.

C.9.2 Considerations

- Relevant industrial agreements
- National Quality Framework Quality Area 4.1
- Prohibited Employment Legislation

C.9.3 Procedures

The centre will employ casual staff in order to provide support for children with special needs, fluctuations and to cover permanent staff leave entitlements.

The Coordinator will keep a register of casual staff, which will be maintained and updated regularly.

A file recording experience, qualifications, Prohibited Employment Declaration and completed Working with Children Check, will be kept with the register.

Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief staff list.

All casual staff will need to have been through an interview with the Coordinator, have referees and references checked, and are deemed a fit and proper person to care for the children.

When no one from the centre's list is available to fill the position, the Coordinator may contact another Out of School Hours centre to employ someone they recommend from their relief list.

When necessary to employ relief staff prior to the checking process being completed, work requirements will be modified to include additional supervision of relief staff or limiting their direct access to children.

Job descriptions will be drawn up for all casual staff.

The Coordinator will, where possible, provide a modified induction to the centre which will include a tour of the centre, introductions to staff, a copy of the staff handbook, job description for relief staff, code of conduct and copies of relevant policies. The Coordinator will ensure that they are fully aware of their duties and the centre's expectations.

Casual staff must adhere to all areas of confidentiality.

All relief staff will be paid the appropriate wage and minimum hours as outlined for casual staff under the relevant award.

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C.10 Volunteers/Students/Visitors

C.10.1 Policy

We aim to ensure the safe and proper care of the children in the centre by having clear guidelines for any person who enters the centre or is involved with the children in any way. Specific guidelines will be developed for all volunteers, students and visitors in the centre.

C.10.2 Considerations

- National Quality Framework Quality Area 4.1
- Prohibited Employment Legislation

C.10.3 Procedures

C.10.3.1 Volunteers

All volunteers must be interviewed by the Coordinator and provide two suitable referees and where possible references, before they will be able to work in the centre. All volunteers will be required to comply with the WWCC guidelines.

A job description will be drawn up for volunteers, clearly outlining their duties and expectations of the centre.

The Coordinator will provide a modified induction to the centre, which will include a tour of the centre, introductions to staff, job description for volunteers and code of conduct. The Coordinator will ensure that they are fully aware of their duties and the centres expectations.

All volunteers will be required to sign on and off.

Volunteers will be given a copy of relevant policies such as behaviour management.

Volunteers are not to discuss children's development or other issues with parents.

Volunteers must adhere to all areas of confidentiality.

Volunteers should never be left alone with or in charge of any children.

Volunteers will be not be included in numbers when calculating basic staff: child ratios, except on excursions.

Volunteers will be invited to take part in social activities of the centres.

C.10.3.2 Students

Placements will be offered to:

- High school students who wish to gain work experience as part of a school program. The participating school must initiate the work experience, identify the students suitability and work with the Coordinator in relation to times and expectations. The school must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation or community services. The training organisation must initiate the placement, identify the students suitability and work with the Coordinator in relation to times and

expectations. The training organisation must provide written authorisation for the student and a copy of their insurance. This will be kept on file

All placements will be negotiated through the Coordinator and placement be only accepted on the discretion of the Coordinator based on issues such as staff ability to supervise and be available to help the students.

After the Coordinator sees the placement as worthy they will seek approval for the placement from the Management at the next meeting or if unable to do so prior to the meeting, get approval from the Chairperson or other delegated management member.

Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the centre.

Students should be made aware of relevant policies such as behaviour management.

Students are not to discuss a child's development or other issues with the parents.

Students should adhere to all policies concerning confidentiality.

Students should never be left alone with or in charge of any children.

Students will not be used to do tasks that the employed staff normally do.

C.10.3.3 Visitors

Visitors may be invited to the centre to stimulate the children's program.

Visitors could include local people or parents with a skill or ability to share with the children or staff or local community resources such as police, fire brigade etc.

All visitors must make an appointment to see the Coordinator at a convenient time.

Professional access to the centre will be at the discretion of the Coordinator or Management or when required by law to do so.

Professionals include: Union Representatives, State and Federal Government Departmental Officers, Workplace Health and Safety Compliance inspectors, building inspectors, medical personnel and police officers.

Any unwelcome visitor will be calmly asked to leave the centre. If they refuse the Coordinator or staff member directed by the Coordinator will call the police for removal.

No staff member is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

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C.11 Staff to Child Ratios

C.11.1 Policy

We believe that the child: staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

C.11.2 Considerations

- National Quality Standard 2.3.1

- National Quality Standard 4.1
- Education & Care Services Regulation 123

C.11.3 Procedures

C.11.3.1 Staff: child ratios

The staff: child ratios as outlined in the Regulations will be met at all times.

- 1.1.1 There will be a maximum of 15 children to 1 staff member.
- 1.1.2 There will be a maximum of 8 children to 1 carer for excursions.
- 1.1.3 There will be a maximum of 5 children to 1 carer for swimming.

C.11.3.2 Minimum Staff Numbers

There will be a minimum of 2 staff members present at all times.

When staff are sick or unable to attend work, appropriate casual staff will be employed to meet the standards.

For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre.

If a relief staff member is unable to be obtained, suitable volunteers may be employed on a casual basis to cover the numbers.

Volunteers will only be counted on excursions to make up the higher number of carers required, or when temporarily employed.

Students will not be counted as part of the staff: child ratio, at any time.

Where possible extra carers will be encouraged to participate to assist in providing a higher standard of care.

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C.12 Communication

C.12.1 Policy

We aim to maintain positive and open communication between all parties involved in the centre. Staff, parents and committee members will be made aware of appropriate communication avenues and procedures.

C.12.1.1 Interactions with Children (Regulation 155)

As an approved provider, LOOSH will take reasonable steps to ensure that the education and care service provides education and care to children in a way that:

- encourages the children to express themselves and their opinions
- allows the children to undertake experiences that develop self-reliance and self-esteem
- maintains at all times the dignity and rights of each child
- gives each child positive guidance and encouragement toward acceptable behaviour; and
- has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.

C.12.1.2 Relationships in Groups (Regulation 156)

As an approved provider, LOOSH will take reasonable steps to ensure that the service provides children being educated and cared for by the service with opportunities to interact and develop respectful and positive relationships with each other and with staff members of, and volunteers at, the service.

C.12.2 Considerations

- Network's Code of Professional Practice
- National Quality Framework Quality Area 4.2
- National Quality Framework Quality Area 5.1
- National Quality Framework Quality Area 6.1
- Education & Care Services Regulations 155 & 156

C.12.3 Procedures

C.12.3.1 Staff ⇄ Management

Staff and members of Management are to treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

The Coordinator is the main line of communication between the staff and the Management

Staff can raise any issues with the Management through the Coordinator. The Coordinator will ensure that this is drawn to the Management's attention through the monthly report.

Where necessary staff will be invited to management meetings to discuss their concerns.

Where the matter is seen as urgent, the Coordinator may raise the issue with the Management prior to the meeting and discuss if there is a need for immediate action to be taken at that time.

If staff have an issue they do not wish to address with the Coordinator they can discuss the issue with the staff liaison officer may personally write to the Management identifying the problem and asking for the help of Management through the committee email address leichhardtoosh@live.com.

The issue should be raised at the next management meeting. The staff member involved will be asked to attend the meeting to personally discuss the issue.

Where there is a distinct conflict between a staff member and the management, the staff member or management can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

C.12.3.2 Staff ⇄ Parent

Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.

Staff and parents will treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

Staff will not be judgmental towards the parents and respect their need to use childcare.

Staff will accept parent's individual differences in raising their children and in all cultural issues.

Staff will ensure parents are greeted and fare welled in all sessions.

Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.

Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.

Staff will regularly talk to parents about the child's cultural needs and celebrations and respond to these.

When parents contact the centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.

Conversations will be maintained at a positive level.

Communication with parents will be maintained in a variety of ways such as:

- Greeting and farewelling
- Personal conversations
- Notices
- Family Handbook
- Newsletters
- Email
- Website
- Information from the Management

Staff will ensure that parents are fully aware of all lines of communication and ensure these are followed.

Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.

Parents and staff are requested to maintain confidentiality at all times.

C.12.3.3 Staff ↔ Child

Staff and children are to treat each other with respect, courtesy and understanding.

Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the centre.

Appropriate language is to be maintained at all times.

Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.

Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.

Staff will initiate conversations with all children, and develop an understanding of the child and their interests.

Staff will give praise and positive feedback to the children as often as possible.

Staff will form friendly and warm relationships with the children in their care.

When communicating with children staff will ensure that they are understood and to communicate at the child's level.

Children will never be singled out or made to feel inadequate at any time.

Staff will not threaten or verbally abuse the children in any way.

Parents should direct staff to speak to children, other than their own if they have concerns about behaviour issues.

C.12.3.4 Staff ⇔ Staff

Staff members are to treat each other with respect, courtesy and empathy.

Appropriate language is to be used between staff at all times.

Staff are expected to work together as a team and be supportive of each other in the workplace.

Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Coordinator will arrange for staff contributions to be placed on the meeting Agenda.

Staff are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.

Staff will familiarise themselves with the content of all notices displayed around the centre.

A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.

Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

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D. Health & Safety

D.1 Hygiene

D.1.1 Policy

LOOSH will maintain a healthy and hygienic environment that promotes the health of the children, educators and parents using our service. Children and parents using the service will be encouraged to share ownership of maintaining hygiene practices in the service. Educators will ensure that they maintain, and model current best practice hygiene procedures as advised by NSW health authorities. Educators will engage children in experiences, conversations, routines and responsibilities that promote children's understanding of the importance of hygiene for the wellbeing of themselves and others (My Time, Our Place Outcomes 3.2, 4.2, 4.3)

D.1.2 Considerations

- Education & Care Services National Regulations 77 (Health, hygiene and safe food practices)
- National Quality Standard 2- Children's Health and Safety (Element 2 .1.3)
- National Food Standards Code (FSANZ)
- *Food Act 2003 (NSW)*
- Food Regulation 2010 (NSW) NSW Department of Health

D.1.3 Procedures

Educators will maintain and model appropriate hygiene practices and encourage the children to adopt hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing educators should acknowledge children who are modelling hygiene practices and look for opportunities to provide opportunities for children who have not developed the same level of awareness.

Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents, and where appropriate information sheets or posters will be used by Educators to support these practices.

Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children' developing sense of identity. Where practices differ to standards expected in the service remind children that these are practices to be followed in the service but they may be different for them at home.

Hand washing will be practised by all Educators and children upon entering the service, before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition, educators will wash their hands before leaving the service.

All Educators must wear disposable gloves when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Educators must wash hands with soap and water after removing the gloves. Educators with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.

The service will be cleaned daily and rosters maintained as evidence of the cleaning tasks being undertaken.

All toilet facilities will have access to a basin or sink with running hot and cold water and soap and paper towel for washing and drying hands.

Women and girls will have access to proper feminine hygiene disposal.

Soap and paper towel will also be available in the kitchen area.

All Toilets, hand basins and kitchen facilities used by the service will be cleaned and disinfected daily. Surfaces will be cleaned with detergent after each activity and at the end of the day and all contaminated surfaces will be disinfected.

Toys will be washed, cleaned and disinfected on a regular basis with material items such as dress ups and cushion covers laundered as required but a minimum of quarterly.

D.1.3.1 Food

All food will be prepared and stored in a hygienic manner, in tightly sealed containers, away from any chemicals.

Children will be encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygiene practices when preparing food. This participation should always be supervised and explanation provided to children on the reasons why hygienic conditions are maintained.

Kitchen equipment will to be cleaned and stored appropriately

Surfaces are cleaned before and/or after food preparation.

All perishable foods will be stored in the refrigerator and the temperature should be monitored to ensure it is less than 5°C,

The service will provide food handling and hygiene information to parents.

The service will regularly review and evaluate food handling and practices in line with current best practice guidelines from recognised authorities.

Children will be encouraged not to share their drinking and eating utensils.

Tongs and spoons will be used for the serving of food. Where possible Educators will encourage children to self-serve for food and drinks encouraging the development of their food handling skills as well as acknowledging their growing sense of independence.

All cups, plates and utensils will be washed in hot, soapy water.

Educators are not required when handling food to use gloves if correct hand washing practices have been implemented (See Food Act). If gloves are used, care must be taken to avoid contaminating food by only using them for one continuous task and then discarding them. Gloves must be removed, discarded and replaced with a new pair before handling food and before working with ready to eat food after handling raw food.

Gloves must be removed, discarded and replaced after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair or body.

All rubbish or left over food is to be disposed of immediately in lidded bins and bins emptied at least daily and then wiped with disinfectant.

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D.2 Nutrition

D.2.1 Policy

LOOSH believes that good nutrition is essential for a child's healthy growth and development. For this reason the service will provide nutritious, good quality food consistent with the Dietary Guidelines for Children and Young People in Australia.

We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks (My Time, Our Place 1.1). All food served at the service will be consistent with the child's own dietary requirements, and take into consideration the children's like and dislikes as well as meet any cultural requirements of families (My Time, Our Place 3.2).

High standards of hygiene will be maintained throughout all food preparation.

We will encourage the development of the children's good eating habits through the modelling and reinforcing of healthy eating and nutrition practices by Educators. Parents will be encouraged to share family recipes and traditions to enrich the variety and enjoyment of food by the children and support the children's development of respect for and understanding of diversity (My Time, Our Place 1.3).

Where possible we will seek out opportunities to learn about growing our own food and collaborate with children to produce our own opportunities to use food we have grown ourselves in our menu planning (My Time, Our Place 3.4).

D.2.2 Considerations

- National regulation 78: Food and Beverages.
- National regulation 79: Service Providing Food and Beverage.
- National Regulation 80: Weekly Menu
- National Quality Standard 2.2 Element 2.2.1
- Australian Dietary Guidelines for children and adolescents.
- National Food Standards Code (FSANZ)
- *Food Act 2003 (NSW)*
- Food Regulation 2010 (NSW)
- NRG@OOSH (Network of Community Activities)
- Service Hygiene policy

D.2.3 Procedures

A menu developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children. The menu will be an accurate representation of food and drink that is being served.

All children's individual needs such as allergies, cultural requirements, and health needs etc will be addressed in the menus and parents advised if they will be required to supply specific foods for their child.

Food and drink consistent with the menu will be provided for morning and afternoon tea as well as small nutritious snacks available as necessary.

Fresh drinking water will be available at all times for the children and Educators.

During vacation care, parents will be asked to provide their child's lunch and drinks, unless otherwise stated on the program. No menu will be required where food and drink is not provided by the service.

Children should be seated while eating or drinking.

Children and Parents will be encouraged to share family and cultural traditions, ideas and recipes to contribute to the menu.

Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents.

The denial of food will never be used as a punishment.

Containers are to be cleaned and stored appropriately.

Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed as per the service hygiene policy.

Educators are required to attend regular professional development on nutrition and food safety practices and document changes to practice as a result.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.3 Hazards

D.3.1 Policy

We aim to provide an environment that is safe, with no risk to the health and wellbeing of the children, staff or parents. We will ensure that all activities undertaken while the service is in operation are not likely to be potentially hazardous and that all necessary materials will be stored appropriately.

D.3.2 Considerations

- Education & Care Services Regulations 101,116
- National Quality Framework Element 3.1.2
- *Work, Health and Safety Act 2011*
- WHS Committee
- Worker Consultation

D.3.3 Procedures

Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in the centre will not be used or undertaken while the service is in operation.

Should any pests or vermin be identified, then appropriate action should be taken to rid the centre of the problem by initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-toxic products.

Low-irritant, environmentally-friendly sprays to be used minimally and only with adequate ventilation, and preferably not in the presence of the children.

Aerosol cans, used for specific activities, will only be used outside in a well-ventilated area.

All permanent & casual staff will be made aware on initial orientation in the centre, of any potentially dangerous products, which may pose a danger to the children and where these are stored.

All potentially dangerous products such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications will be stored in the appropriate containers, clearly labelled and stored in the designated secured area which is inaccessible to the children.

Staff are responsible to ensure that these areas remain secure and will not inadvertently provide access to these items by the children.

Cleaning and hazardous products should not be stored close to foodstuffs or where storage of these products might contaminate foodstuffs.

Staff should always read the label twice before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures.

Education about dangerous products and their storage can be used to enhance both children's' and parents' awareness of the topic. Activities, posters or newsletters can be used to highlight these issues.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.4 Work Health & Safety

D.4.1 Policy

Leichhardt OOSH is committed to the protecting the health and safety of all employees, children and visitors. As an out of school care provider we want to ensure that the LOOSH environment is particularly safe, as children share our environment. LOOSH will consult employees when reviewing and implementing safety practices within the service.

D.4.2 Considerations

- Education & Care Services Regulations 101,116
- National Quality Framework Element 3.1.2
- *Work, Health and Safety Act 2011*

D.4.3 Procedures

D.4.3.1 WHS Representatives

The WHS Consultation Committee Representatives, elected by their peers, will represent the 3 distinct work groups (St Fiacres OOSH, Leichhardt OOSH & Casual employees). They will stand on the committee for a 2-year term at which time they may stand for re-election. In the event that these members resign, they will be replaced through an election.

The role of the WHS Consultation Committee Representatives is to bring issues brought forth by employees in their workgroup to the WHS committee meeting and to raise awareness of WHS issues within the workplace.

D.4.3.2 WHS Committee

The WHS Committee will be made up of at least 3 employee representatives (covering the 3 workgroups) and 2 representatives of management.

All employees work for Leichhardt OOSH at St. Fiacre's Primary School, 98 Catherine St, Leichhardt NSW and/or Leichhardt Public School, Corner of Norton & Marion Streets, Leichhardt NSW.

The WHS Committee will be made up of employee (3-4), and Management members (2). The WHS Committee will discuss issues that arise within the services that affect the health, safety & welfare of LOOSH employees. Additionally, they will develop systems to review daily tasks performed by employees with an aim to identify strategies that will improve safety.

WHS Reports will be given to the LOOSH Parent Management Committee, as an ongoing agenda item. Any additional WHS concerns brought forth will also be discussed at the monthly meeting.

D.4.3.3 How Employees will be consulted about WHS

WHS issues will be discussed as an agenda item in weekly team meetings. Any issues raised by staff will be discussed first in this forum. If the permanent staff team is unable to come to an immediate resolution of the issue, it will be brought to the monthly WHS meeting for discussion. Staff surveys and workgroups may be consulted when new procedures are being developed or risk assessments being done relating to tasks they perform.

D.4.3.4 Establishment of Consultation Arrangements

As the organisation grew beyond 20 employees, it was decided by management that a WHS committee should be formed to support staff in maintaining a safe workplace. The staff were consulted about the makeup of the committee as well as the roles and expectations of WHS Consultation Committee Representatives. Monthly WHS meetings began in July 2009.

D.4.3.5 Review of Consultation Arrangements

These consultation arrangements will be reviewed each year at the December meeting. Prior to the meeting staff will be surveyed to find out how effectively the processes in place are meeting their needs and concerns.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D4b. Return to Work Program

D.4.1 Policy

Leichhardt OOSH is committed to the protecting the health and safety of all employees. We are committed to helping workers recover at work. LOOSH will consult employees when reviewing and implementing safety practices within the service.

D.4.2 Considerations

- Education & Care Services Regulations 101,116
- National Quality Framework Element 3.1.2
- *Work, Health and Safety Act 2011*
- *Work, Health and Safety Regulation 2011*
- *LOOSH policy & procedures D4 Work Health and Safety*
- *LOOSH Confidentiality Policy*

D.4.3 Procedures

D.4.3.1 Leadership and Management

Leichhardt OOSH will demonstrate its' commitment to protecting the health and safety of all employees through its' staff supervision strategies, employee well-being programs and encouragement of employees recovering at work through ongoing communication.

D.4.3.2 Workplace Arrangements

The Return to Work Coordinator's details will be included in the WHS induction, will be displayed in the staff rooms of both sites (on the "If you get injured at work poster") and given to employees who have been injured (on the contact section of "A quick guide to worker's compensation").

When choosing approved workplace rehabilitation providers, LOOSH will accept the recommendations provided by our insurer – Guild Insurance.

Role of the Return to Work Coordinator

A return to work (RTW) coordinator is the person appointed by an employer who is responsible for the implementation of an organisation's return to work program.

The RTW coordinator is responsible for implementing LOOSH's return to work program, supporting workers as they recover at work and assisting LOOSH in meeting their obligations as required under workers compensation legislation. The RTW coordinator is a key link between the worker and their support team as they recover.

RTW coordinators may help a worker with a workers' compensation or motor accident claim, or a non-compensable injury (eg. sporting injury), to recover at work.

Their duties include:

- compiling the initial notification information
- coordinating the worker's recovery at work, including identifying suitable employment opportunities
- preparing, monitoring and reviewing a recover at work plan (in consultation with key parties) that documents the worker's capacity and the duties available
- liaising with external stakeholders, such as the nominated treating doctor, insurer, treatment providers, union and workplace rehabilitation provider
- implementing the RTW program
- supporting the redeployment of workers (internally or externally) into suitable employment when they cannot return to their pre-injury duties
- keeping injury and recover at work statistics
- keeping confidential case notes and records in line with laws and guidelines
- promoting the health benefits of good work to the workforce
- contributing to the improvement of relevant policies and systems.

Consultation Arrangements

WHS representatives will be active in the development of the RTW policy and the RTW plan. All staff will be given a 1 week consultation period to have input into the policy before it is endorsed by the management committee. They will be encouraged to share this with any unions that represent them.

Communication and Training Arrangements

WHS committee members will be encouraged to build their knowledge and capacity to assist in advocating for the importance of recovering at work. LOOSH's commitment to recovery at work will be communicated to staff through initial induction (staff manual, policies and procedures), WHS induction, reminders through *Easyemployer* messages. Additional leadership staff will be encouraged to complete training on Return to Work (RTW) Coordination so they can act in the role in the absence of the RTW Coordinator.

Rights and Obligations

Workers are obliged to:

- notify their employer as soon as possible after a work-related injury occurs
- participate and cooperate in establishing an injury management plan
- carry out the actions such a plan requires of them
- provide their consent for information regarding their injury management and recovery at work to be shared between the insurer, employer, nominated treating doctor, treating practitioners, providers and SIRA

- make all reasonable efforts to recover at work.

Workers have the right to:

- nominate their own treating doctor
- employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment
- be consulted and involved in identifying suitable employment and developing their recover at work plan
- privacy and confidentiality
- access mechanisms for resolving complaints and disputes.

The program must also outline the responsibilities and obligations of the worker's support team, including the:

organisation's senior and middle management

insurer (for more information refer to the Guidelines for claiming workers compensation)

nominated treating doctor (for more information refer to the Workers compensation guide for medical practitioners)

approved workplace rehabilitation provider

any union representing workers.

First aid arrangements

Reference- *D10 Administration of First Aid*

An injured worker must report the injury to their employer as soon as possible after sustaining it. LOOSH must then notify the insurer within 48 hours of receiving report of a work related injury. Employees will be required to read policy & procedures and receive a WHS induction which outlines their obligation to report injuries promptly.

Employers must report any notifiable incidents to the WHS regulator. The RTW program must explain how the employer will inform the WHS regulator of any notifiable incidents, or refer to this procedure if documented elsewhere.11, 12

Communication

Appropriate communication is essential to facilitate recovery at work for a worker. The RTW program must document how the organisation will maintain positive and effective communication with injured workers and the RTW team, and who will be responsible for this.

The RTW program must detail how the employer will gain the worker's informed consent to gather and exchange information about the work related injury and recovery at work.

To give informed consent, a worker needs to understand the implications of agreeing or refusing.

Confidentiality

LOOSH will have injured workers sign the *Standard Consent form for release of personal information* staff so they clearly understand:

- how the employer will gain consent to release and exchange information about a worker's recovery at work
- what kind of information will be exchanged
- who is authorised to exchange this information
- how the worker will be informed of the benefits of information exchange and their associated rights, obligations and potential penalties for non-compliance.

LOOSH will work closely with the insurer to ensure workers' weekly payments are prompt and correct by:

- advising the insurer of the worker's pre-injury average weekly earnings (PIAWE)
- making weekly payments at the usual times wages are paid

- passing other payments on to the worker as soon as practicable after receiving them from the insurer
- advising the worker of dispute resolution mechanisms.

As soon as possible after being notified of a significant injury or illness, LOOSH will participate and cooperate while the insurer writes an injury management plan for the affected worker. The RTW program must detail how the employer will work with the insurer to develop this plan, including an offer of suitable employment.

Recovery at work

LOOSH will offer workers suitable employment, where reasonably practicable, so they have the opportunity to recover at work. The employment may be either full time or part time and, where reasonably practicable, the same as or equivalent to the worker's pre-injury employment.

This may be the same job with different hours or modified duties, a different job at the same or a different workplace, training opportunities or a combination of these. This is also referred to as suitable, alternate, modified or light duties.

LOOSH will provide suitable employment, where reasonably practicable, even when a claim is in dispute.

The Return to work Coordinator is responsible for identifying suitable employment, in consultation with the employee and all relevant stakeholders.

LOOSH will engage a workplace rehabilitation provider when directed by the insurer to do so. Particularly in instances where where no suitable employment can be identified

The RTW program must detail the employer's policies and procedures for:

including the worker in the development of the plan
 what each plan should contain
 managing the worker's appointments for treatment and rehabilitation
 who should have a copy of the plan
 monitoring and reviewing the plan
 notifying relevant parties of changes to the plan.
 Recover at work plan

An individual plan that the employer develops in consultation with the worker to manage recovery at work. Additional information including an example plan is available on our website. Some workers will not be able to return to their pre-injury workplace. The RTW program must outline the support and steps the employer will offer, including retraining and job placement.

The RTW program must also describe how the employer will inform workers of their rights regarding dismissal under workers compensation law.

An employer cannot legally dismiss a worker for six months after the worker becomes unfit for employment due to a work related injury.

If an employer dismisses a worker because of a work related injury at any stage in the claim, the worker may apply to the employer to be reinstated. If the employer then replaces the worker within two years of dismissing them, the employer must inform the replacement worker that the dismissed worker may be entitled to be reinstated to the role.

Dispute prevention and resolution

To prevent and resolve disputes, employer RTW programs must detail:

how they will prevent disputes
 what processes they will use to resolve disputes about injury management, suitable employment or recover at work planning
 how they will advise workers of the workplace dispute resolution arrangements and formal dispute mechanisms available through the workers compensation system.

Administration

Employers should familiarise themselves with their legal obligations when collecting, using, and disclosing an individual's personal and health information.

Particular caution should be exercised when dealing with an individual's health information, including any medical advice or opinions about the person. Such information should only be collected and retained when necessary, and should only be disclosed after careful consideration of applicable privacy principles, including whether the individual has consented to the disclosure.

The RTW program must include confidentiality and record keeping procedures for:
 obtaining the worker's informed consent to exchange information
 establishing and maintaining a confidential file for each injured worker
 restricting access to the files and storing them securely.

Review of Return to Work program

LOOSH will continually review the RTW program, in consultation with the relevant parties, to ensure it is effective. This policy will be reviewed every 2 years.

DATE ENDORSED	19 June 2019
DATE FOR REVIEW AND EVALUATION	19 June 2021

D.5 Water Safety

D.5.1 Policy

The safety and supervision of children is paramount when in and around water. This relates to water play, excursions near water, hot water, drinking water and hygiene practices with water in the centre environment. Children will be supervised at all times during water play experiences.

Water use within the centre will be supervised to ensure the safety of children, staff and families is a priority. Clean and hygienic water will be available for play and drinking.

D.5.2 Considerations

- Education and Care Services National Regulations 100-102,168
- National Quality Standard 2.3
- Health & Safety Policies, Excursion Policy & Sun safety Policy
- My Time, Our Place.
- *Work, Health & Safety Act 2011*

D.5.3 Procedures

D.5.3.1 Swimming Excursions

A risk assessment will be conducted prior to any excursion taking place. Particular attention will be focused on water safety where the excursion is near a body of water or involves swimming.

Supervision and ratios are of utmost importance and must be maintained at all times.

There will be a maximum of 5 children to 1 carer for swimming in public pools.

Parents must nominate their child's swimming ability and staff will provide children with armbands to wear during the excursion that indicate that level:

RED	non-swimmer (shallow water only & arms reach from staff)
YELLOW	weak swimmer (chest deep water only)
GREEN	strong swimmer (deep water)

The colour-coding of the armbands will also be explained to lifeguards so they can assist in making sure children with limited ability are closely supervised by an adult.

Where children cannot be adequately supervised in the change rooms they will be required to change at the centre.

When children need to use the toilet they are to go in pairs at all times, letting a staff member know when they leave & return.

All staff are to have a designated area to supervise, with the majority of the staff in the water and the remaining staff to supervising from the side.

Children are to wear their hats and reapply their sunscreen regularly throughout the day, where the swimming excursion is outside. Staff will role model proper sun safety procedures.

Dams, rivers and beaches are to be avoided for swimming purposes because of the dangers that they present, unless risk is mitigated by Risk Assessment or a rock pool or other safe place is available i.e. harbour beach with swimming enclosure.

D.5.3.2 Water Based Play

Ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times and containers or troughs will be emptied onto garden areas after use. At no time will full water vessels be left unsupervised. Children will be discouraged from drinking from these water activities.

Minimise water waste and reinforce the water conservation message by ensuring that only such water as is required to undertake a programmed activity is placed within the vessel. We will further ensure that our programming reflects the appropriate environmental water wise message when water play activities are planned.

D.5.3.3 Education, Hygiene, and Safety

Ensure that all water carrying vessels are emptied and allowed to dry thoroughly at the end of each water play activity to prevent the build-up of potentially harmful bacteria and mould.

Ensure children thoroughly wash and dry their hands following centre procedures after each water play activity to reduce the risk of cross infection.

Provide guidance and education to educators, staff and families on the importance of children's safety in and around water.

Ensure that children are encouraged to safely explore the properties of water, building water safety messages into our programming as appropriate.

The children will be provided with clean drinking water at all times. Water containers will be securely sealed and will be safe and hygienic for consuming.

Supervision and access to water within the centre is managed effectively by staff to ensure children remain safe and healthy.

Staff are required to follow appropriate WH&S guidelines relating to back care and safety equipment when moving or securing vessels containing water.

Empty buckets used for cleaning immediately after use. No buckets are left in play areas or accessible to children.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.6 Transportation

D.6.1 Policy

We believe that children and staff travelling to and from school and excursions

have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

D.6.2 Considerations

- Road and Transport Regulations
- Education & Care Service National Regulations 101-102

D.6.3 Procedures

All children travelling on LOOSH activities must have the written consent of their parents.

An all weather meeting place will be established when collecting children from school.

All vehicles used by the centre will comply with the appropriate road and transport regulations, will be mechanically sound, have regular maintenance and have third party and comprehensive insurance.

Before travelling in the vehicle the staff member will ensure that all children wear a seat belt or, in a bus, where seat belts are fitted.

A First Aid Kit should be carried on the vehicle.

Children will be required to remain seated and not behave in a dangerous or distracting manner. The driver will stop the vehicle if necessary, in a safe place until the children comply with instructions.

When dropping off or picking up children, the bus should be parked in a location which limits potential hazards to children.

The driver will ensure that the vehicle can carry the appropriate number of passengers for the vehicle and that it is not overloaded.

All drivers will carry the centre's name, address and contact number at all times. An emergency contact number should also be provided.

In the case of a vehicle breakdown, either the staff person in charge or the driver will:

- phone the centre to inform the Coordinator (if they are not present)
- the Coordinator and the staff member will discuss suitable alternative transport and organise for this to be undertaken
- ensure that the children are kept safe at all times

The Coordinator will inform the parents of the breakdown if necessary.

In the case of a vehicle accident the staff person in charge or the driver will:

- check to see if any children or staff are hurt, conduct first aid and phone for an ambulance if necessary the phone the police if necessary (in the event of personal injury or property damage)
- comfort and calm the children
- ensure that the children are safe at all times
- take the required details of the other driver involved: name, contact, registration number, driver's licence, insurer and any damage made to either vehicle
- phone the centre to inform the Coordinator, and organise alternative transport

- make a written statement to police regarding circumstances of the accident
- make an accident report on return to the centre
- Where possible a mobile phone should be carried in case of accident or emergency and children should be instructed to stay with the vehicle until assistance arrives. The centre's details should always be carried on the vehicle.
- In a situation where there is only one staff member in attendance a mobile phone will be allocated to take on the journey, so that no one needs to leave children unattended.
- The Coordinator will inform the parents of the incident, and ensure that all the appropriate accident procedures are undertaken.

When transporting children by public transport, staff will:

- ensure that a list of the children's names and number of children travelling is taken
- take the centre's name, address and contact numbers with them
- conduct a head count on a regular basis
- assist children in getting on and off the mode of transport
- ensure that all children are accounted for before allowing the vehicle to leave

When transporting children by foot, staff will:

- ensure that the safest route is taken
- ensure children cross the road at the crossing or lights where available, and obey the road rules
- undertake extreme care crossing all roads
- keep children together as a group and walk in line on pavements. Staff members are to remain vigilant to ensure that no child runs ahead, lags too far behind the group or acts inappropriately
- take appropriate wet weather gear, jackets or sun hats to use as required
- make children aware of all the rules associated with all the modes of transport and will ensure that these rules are enforced

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.7 Animals

D.7.1 Policy

Although animals are not a necessary part of the program, we believe that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter the centre must be made safe and present no danger to the children in any way. Staff will ensure that everyone in the centre will treat all animals with respect and in a humane way, at all times. Strict supervision will be maintained.

D.7.2 Considerations

- Animal Rights
- Education & Care Service National Regulations 116
- DET policies

D.7.3 Procedures

LOOSH will abide by the Department of Education & Training decision to not allow dogs on school properties.

The decision to keep a pet or have an animal visit the centre will be made by the Coordinator, based on an observed need or value to the children.

The Coordinator must discuss this in their report at a management meeting and have approval of the management prior to any animal being able to enter the centre.

Any animal will only be considered with the clear understanding of them being safe and suitable with children, and an assurance that the animal will be properly cared for.

No animal will be allowed in the program area that is likely to be a source of infection or which in any way may be detrimental to the wellbeing of the children.

Checks need to be made regarding individual children's allergies before considering an animal in the centre.

All animals which are kept in the centre shall be maintained in a clean and healthy condition.

All hygiene procedures will be followed regarding cleaning and disposal of waste.

All animals will be located away from any food or food preparation areas.

Everyone in the centre will treat all animals with respect and in a humane way, at all times.

A staff member will be designated the duty of ensuring that the animal is appropriately fed and looked after. Alternatively, a roster of staff and children can be made to fulfil this duty.

Appropriate food and water will be maintained and kept topped up at all times.

Appropriate arrangements shall be made to ensure the animal is appropriately cared for over weekend and holiday breaks.

Children will be educated on an ongoing basis on how to properly care for and handle animals.

Children will be reminded about the hygiene practices required after handling any animal and staff will ensure that this is carried out.

Supervision by staff is to be maintained at all times.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.8 Sun Protection

D.8.1 Policy

LOOSH aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing (My Time, Our Place Outcome 3).

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D. We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days. This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this

message and assist children to understand the complexities of their environment (My Time, Our Place Outcome 2).

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners ("My Time Our Place" Outcome 4). This will include children having opportunities to access UV alerts and monitoring the exposure to the sun of both themselves and their peers ("My Time, Our Place" Outcome 5). Our service believes that educating children about UV radiation will have a major impact on reducing their chance of developing skin cancer in later life.

D.8.2 Considerations.

- My Time, Our Place
- National Quality Standard 2 Element 2.3.2
- National Quality Standard 6 Element 6.3.2
- Education & Care Service National Regulations 113,114, 168
- *WHS Act* and Regulations 2012
- NSW Cancer Council www.cancercouncil.com.au/reduce-risks/sun-protection

D.8.3 Rationale.

Australia has the highest rate of skin cancer in the world. Skin cancer, including melanoma and non-melanoma, is the most common cancer in Australia.

Exposure to ultraviolet (UV) radiation in childhood is a major risk for the development of skin cancer later in life. By implementing a best-practice Sun Protection Policy, OOSH services can help protect educators and children from UV radiation and teach children good sun protection habits from an early age to reduce their risk.

Sun protection times are a forecast for the time of the day UV levels will reach 3 or above. At these levels, sun protection is recommended for all skin types and the policy areas should be implemented. In NSW, UV levels are high enough (UV 3 or above) to damage unprotected skin most months of the year. UV levels are particularly high during the summer months, and highest on the middle of the day. UV levels and daily sun protection times can be accessed via the SunSmart App or Cancer Council Australia's home page to determine sun protection requirements.

D.8.4 Procedures

D.8.4.1 Scheduling Outdoor Activities.

UV levels and daily sun protection times are used to plan daily activities to ensure a correct understanding of local sun protection requirements. Where the UV index for that day is not known, sun exposure will be minimised between the hours of 10am and 2pm (11am and 3pm during day light saving).

Outdoor activities will be scheduled where appropriate outside of peak UV times or planned for shaded areas and sun protection used for all children.

Sun protection will be included in service participation risk assessments, including excursions where all sun protection practices are planned, organised, understood and available.

All sun protection practices will be maintained while staff are escorting children to and from school and on any excursions.

D.8.4.2 Shade

Structured outdoor activities will be held in shaded areas whenever possible when the UV index is 3 or higher.

The availability of shade is considered for all outdoor activities and excursions.

The service will identify shade options at various times of the day and the year within the outdoor space and promote these to the children. Educators will set up activities and play spaces and moved throughout the day to take advantage of shade patterns.

Children will be encouraged to use available shade when playing outside during times when the UV index is high.

D.8.4.3 Hats

Educators and children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Recommended hats are broad brimmed hat with a brim size of at least 6cm (adults 7.5cm), bucket hats with a deep crown and brim size of at least 5cm (adults 6cm). and legionnaire style hats. Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

Children who do not have a hat must play in a sheltered area. Educators are to enforce the rule that where a child has not got a hat, they must access shaded areas in which to play.

D.8.4.4 Clothing

Educators and children will wear protective clothing when outside during periods of time when the UV index is 3 or above.

When outdoors children will be encouraged to wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible.

Children will be encouraged to use available shade when playing outside during times when the UV index is high. Educators are to enforce the rule that where a child is wearing clothing that is not recommended as appropriate, they must access shaded areas in which to play

Midriff, crop or singlet tops do not provide adequate protection and are not recommended. The Family Handbook will remind families and children of the appropriate clothing to wear to the service to meet the sun protection policy.

All educators will be required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts or trousers.

D.8.4.5 Sunscreen

SPF 30+ Broad Spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Educators and children are encouraged to apply sunscreen 20 minutes before going outdoors and reapply every 2 hours.

Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV index 3 or above.

Permission to apply sunscreen will be included in the service enrolment form. Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play in the shade.

Upon enrolment in the vacation care program, parents will be advised of suitable protective clothing and hats for children to wear at the service and encouraged to apply a sunscreen to their child prior to attending the service.

D.8.4.6 Role Modelling of Staff

Educators act as role models and will wear protective clothing and practice a combination of sun protection strategies (sun-safe hats, protective clothing, sunglasses, SPF 30+ broad-spectrum water-resistant sunscreen) when in attendance at the service.

Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV alert is 3 or above.

Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.

D.8.4.7 Education

Children will be provided with opportunities to take leadership roles in managing sun protection.

Children will be encouraged to access the internet/ newspaper to check the UV ratings for the day and advise educators of the times when the UV index will be 3 or above.

Opportunities for children to set alarms for when the UV index increases above or drops below 3 will be provided and children assigned duties regarding UV reminders, hats reminders and management of sunscreen.

Educators will support children to understand why sun safety is important and learn how

D.8.4.8 Information and policy availability

Sun protection policy, procedures, requirements and updates will be available to educators, visitors and all families using the service.

Sun protection information and resources are accessible and communicated regularly to families

All parents/families will be informed of the sun protection policy including appropriate hat, clothing and sunscreen requirements on enrolling their child in the service or vacation care.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic from the Cancer Council NSW as appropriate.

D.8.4.9 Review

This policy is adopted as standard for all OSHC services endorsed as Sun Smart by the Cancer Council NSW. This Policy will not be updated and submitted to Cancer Council NSW every three years.

DATE ENDORSED	21 August 2019
DATE FOR REVIEW AND EVALUATION	28 August 2020

D.9 Emergency and Evacuation**D.9.1 Policy**

LOOSH will provide an environment that provides for the safety and wellbeing of the children at all times (My Time, Our Place 1.1, 3.1). All children and Educators will be aware of, and practised in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately implemented. In implementing the practise sessions of emergency procedures with children educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving on the procedures or discussing ways to avert emergency situations (My Time, Our Place 4.2). Opportunities for older children to access and use the written emergency procedures to orientate new children prior to an

emergency drill will be provided by educators on a regular basis prior to carrying out the emergency drill (My Time, Our Place 5.1 and 5.2)

D.9.2 Considerations

- National regulation 97: Emergency and evacuation procedures
- National Standard 2

D.9.3 Procedures

A risk assessment will be conducted by Educators and Management annually to review and refine emergency procedures

Emergency evacuation procedures and floor plan will be clearly displayed in a prominent position near the main entrance and exit of each room used by the service.

All Educators, including casual staff, will be informed of the procedure and their specific duties identified in their orientation to the centre. Educators will make arrangements as to duties undertaken in the absence of other staff.

Children and Educators will practice the emergency procedure at least twice a term, in all types of care, before school, after school and at the beginning of vacation care.

All Emergency Drills will be recorded with date, time and length of time it took to leave building. Additional comments on recommendations for improvements can also be included in the record.

Drills will be conducted more regularly when there are new children.

Parents will be informed of the procedure and assembly points in the parent handbook.

No child or Educator is to go to their bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.

The centre will maintain a fire blanket and smoke detectors and have them checked regularly as per the manufacturer's instructions.

Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation.

Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room.

The evacuation plan will include:

- routes of leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- plan of where the fire extinguishers are located displayed in a public place.
- a safe assembly point away from access of emergency services.
- an alternative assembly area in case the first one becomes unsafe.
- list of items to be collected and by whom.
- list of current emergency numbers.
- staff duties in the emergency.

Educators will be nominated to:

- make the announcement to evacuate, identifying where and how.
- collect children's attendance records and parents' contact numbers.
- collect emergency services numbers.

- make the phone call to 000 or other appropriate service, management and parents as required.
- collect the first aid kit.
- check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- supervise the children at the assembly area and take a roll call of children. Educators should be aware of any visitors.

When the emergency service arrives, the Coordinator will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.

No one should re-enter the building until the officer in charge has said it is safe to do so.

D.9.3.1 HARASSMENT AND THREATS OF VIOLENCE

If a person/s known or unknown to the service harasses or makes threats to children or Educators at the centre, or on an excursion, Educators will:

- calmly and politely ask them to leave the centre or the vicinity of the children.
- be firm and clear and remember your primary duty is to the children in your care.
- if they refuse to leave, explain that it may be necessary to call the police to remove them.
- if they still do not leave, call the police.
- if the Coordinator is unable to make the call another staff member should be directed to do so. Educators should liaise with team members in advance to determine a code phrase that will alert another team member to a threat situation arising and prompt them to contact police.
- where possible Educators must endeavour to calmly move the children away from the person and this may be achieved quickly with the use of another code phrase that will encourage word of mouth transmission between children to move quickly from the area to another safer environment without causing them alarm (as an example, the reminder to a child that ice cream is being served today in the hall for all children).
- no Educator should attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait for the police.
- Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the centre.

We aim to provide an environment that provides for the safety and wellbeing of the children at all times. All children and staff will be aware of, and practised in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.10 Administration of First Aid

D.10.1 Policy

LOOSH believes that in order to ensure the highest level of care is maintained for children attending the service, all educators should be suitably qualified in emergency first aid management. The service will ensure that first aid equipment and support is available to all children, educators and visitors to the service and whilst on excursions. All educators are required to undertake senior first aid, asthma management and anaphylaxis management training as part of their conditions of employment to ensure full and proper care of all is maintained (My Time Our Place 3).

D.10.2 Considerations

- National Standard 2

- Education & Care Service National Regulations 12, 87, 89
- National Law Section 174
- LOOSH Management of Incident, Injury and trauma Policy & Hygiene Policy
- ACECQA “Frequently Asked Questions” www.acecqa.gov.au

D.10.3 Procedures

The nominated supervisor is responsible for ensuring that a minimum of one Educator must be present at the service at all times who is currently qualified in senior first aid, asthma management and anaphylaxis management.

The service will endeavour to have all educators with current first aid qualifications.

A current first aid certificate or willingness to undergo training will be advertised for all new positions.

Educators will undergo first aid training as part of their condition of employment. Thereafter, educators will renew their certificates as required.

The centre will budget for the cost of the first aid course or renewal for each educator as part of the training budget.

A fully stocked and updated first aid kit will be kept in the designated secured place in the centre. Educators are to ensure that this is easily accessible to all educators and volunteers and kept inaccessible to the children.

A separate travelling first aid kit will be also maintained and taken on all excursions and to outdoor activities.

The first aid kit will contain the minimum equipment suggested by the Red Cross or St John’s Ambulance and a first aid manual will be kept at the centre.

A cold pack will be kept in the freezer for treatment of bruises and strains.

An inventory of the kits will be maintained and checked on a minimum monthly basis and signed off by the Nominated Supervisor. The Nominated Supervisor may be required to produce these checklists in the event of a request from management or from the NSW regulatory authority.

Each school term, one educator will be designated the duty of maintaining the kits to ensure that they are fully stocked, and that all items are within the use by date.

At orientation educators and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.

Qualified first aiders will only administer first aid in minor accidents or to stabilise the victim until expert assistance arrives in more serious accidents.

Telephone numbers of emergency contacts, local doctor and poisons centre will be located next to the phone.

In the event of an emergency the educator administering the first aid must not leave the patient until emergency services or the parent arrives. All emergency calls should be made by a second educator.

In the case of a minor accident the first aid attendant will:

- 1) Assess the injury
- 2) Attend to the injured person and apply first aid as required.
- 3) Ensure that disposable gloves are used with any contact with blood or bodily fluids.
- 4) Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per the hygiene policy.

- 5) Ensure that anyone who has come in contact with any blood or fluids wash their hands thoroughly in warm soapy water.
- 6) Complete the incident, injury, illness & trauma report recording the following details:
 - Name and age of child
 - Date, time, and location of incident
 - Description of injury and circumstances of how it occurred, including witnesses.
 - Treatment given and name and signature of first aid attendant
 - Details of any medical personnel contacted.
 - Name and details of any parent or emergency contact notified or attempted to notify.
 - Time and date of report and name and signature of a person making report
 - Name and signature of nominated supervisor
- 7) Notify the parents either by phone after the incident if seen fit or on their arrival to collect the child.
- 8) The Educator or Nominated Supervisor should obtain parental signature confirming knowledge of the accident report form.
- 9) Transcribe the details of the report into the incident, injury, illness and trauma logbook.

Where the service has had to administer first aid and the incident is deemed serious as per Regulation 12, the Nominated Supervisor will ensure that the steps outlined in the service “Management of Incident, Injury and Trauma”, D11 policy are followed and the Regulatory Authority is notified within 48 hours.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.11 Management of Incident, Injury & Trauma

D.11.1 Policy

Our centre aims to ensure the safety and well-being of educators, children and visitors, within the centre and on excursions, through proper care and attention in the event of an incident, injury or trauma. The centre will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the parent of the child involved. Parents or emergency contacts will be informed immediately where the incident, injury or trauma is deemed serious (see Regulation 12) and all serious incidents will be reported to the relevant authorities including the NSW Regulatory Authority.

D.11.2 Considerations

- National Regulation 12, 85 -87
- *Work, Health and Safety Act 2011*
- National Standard 2: Element 2.1.4 “Steps are taken to control the spread of infectious diseases and to manage injuries and illness in accordance with recognised guidelines.
- LOOSH Management of Basic First Aid, Administration of medication and Hygiene policies, D10
- ACECQA “Frequently Asked Questions” www.acecqa.gov.au

D.11.3 Procedures

Parents are required to provide written consent for educators to seek medical attention for their child, if required, before they start in the centre. This will be recorded in the enrolment form.

Parents will be required to supply the contact number of their preferred doctor or dentist, Medicare number and expiry date.

Educators will be required to supply an emergency contact, in case of an emergency or accident, involving themselves.

If a child, educator or visitor has an accident while at the centre they will be attended to immediately by an educator who holds a first aid certificate.

In the case of medication being required in an emergency without prior consent of the parents/guardians, educators are to secure that consent from a registered medical practitioner.

Anyone injured will be kept under adult supervision until they recover and an authorised person takes charge of them.

In the case of a major incident at the service requiring more than basic first aid, the first aid attendant will:

- 1) Assess the injury and decide whether the injured person needs to be attended by local doctor or whether an ambulance should be called and tell the educator in charge or nominated supervisor of their decision.
- 2) If the injury is serious the first priority is to get immediate medical attention. Although parents or emergency contacts should be notified straight away. If not possible, there should be no delay in organising proper medical treatment. Another educator can keep trying to contact the parents or emergency contacts in the meantime if available.
- 3) Attend to the injured person and apply first aid as required.
- 4) Educators will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the hygiene policy.
- 5) Educators will stay with child until suitable help arrives, or further treatment taken.
- 6) The educators will try to make the child comfortable and reassure them that they will be ok and their parents/caregivers will be on their way.
- 7) If an ambulance is called and the child is taken to hospital an educator will accompany the child and take the child's medical records with them.
- 8) Complete a centre accident report and a report for the regulatory authority.

The **other responsible educator** will:

- a) Notify parents or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital). Every effort must be made not to panic the parents and to provide minimal detail regarding the extent of the injuries
- b) Ensure that all blood or bodily fluids are cleaned up in a safe manner.
- c) Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
- d) Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

Accidents which result in serious injury (including death) to a child must be reported to:

- An ambulance service
- The police
- Parents/Guardian
- Regulatory Authority

The centre will notify the parent/guardian that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person dead and therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.

This information should be provided in a calm and extremely sensitive manner.

The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.

All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

D.11.3.1 Death or Serious Injury to a child or educator out of hours

Educators in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.

In the event of the death occurring out of centre hours, a clear emergency procedure will be maintained for the other children at the centre.

If a child is the deceased, the nominated supervisor should make contact with the child's school to liaise with them regarding the school's response to the event.

The nominated supervisor should also make contact with the NSW Regulatory Authority to seek advice on an appropriate response from the service. The school and Network of Community Activities should be contacted to seek additional support, resources or advice.

D.11.3.2 Reporting of Serious Incident, Injury and Trauma

All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's parent or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.

The nominated supervisor is responsible for ensuring that in the event of a serious incident the regulatory authority is advised, as well as the approved provider (e.g. Management Committee).

It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the nominated supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.12 Death of a Child

D.12.1 Policy

Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstance as the death of a child, the staff will follow guidelines as set out below.

D.12.2 Considerations

- Education & Care Services Regulations 174-175
- NSW Department of Community Services Guidelines

D.12.3 Procedures

The death of a child must be reported to:

- An ambulance service
- The police
- The Department of Community Services

- The management Committee
- School Principal
- ACECQA

The centre will notify the parent/guardian that a serious incident has happened and advise them to contact the relevant medical agency. This information should be provided in an extremely sensitive manner.

D.12.3.1 Reporting of the Death of a Child

All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's parent or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.

The nominated supervisor is responsible for ensuring that in the event of a serious incident the regulatory authority is advised, as well as the approved provider (e.g. Management Committee).

It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the nominated supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Clear emergency procedures should be maintained for the other children at the centre.

It is not the role of the centre to inform the parent/guardian that their child has died. Police or qualified personnel to liaise with parents,

A detailed report should be given as soon as possible.

Counselling will be made available for all children, staff and parents.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.13 Illness & Infectious Diseases

D.13.1 Policy

LOOSH will aim to provide a safe and hygienic environment that will promote the health and wellbeing of our children ("MyTime, Our Place" Outcome 3). We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with guidelines of State Health Authorities. All children and adults in the service will be considered as infectious and these procedures must be consistently applied across the centre.

Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health. Where there is an outbreak of an infectious disease each enrolled child's parent/emergency contact will be notified within 24 hours under ordinary circumstances. The service will take care when issuing the notification to ensure it is not done in a manner that is prejudicial or names any particular child (My Time, Our Place Outcome 1).

Parents /guardians are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health.

Where a child takes ill at the service all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the parent/emergency contact.

D.13.2 Considerations

- Education & Care Service National Regulations 85-88

- NSW Department of Health guidelines
- *Disability Discrimination Act 1975*
- *NSW Anti-Discrimination Act 1977*
- *Work Health and Safety Act 2011*
- Staying Healthy in Child Care (5th Edition)
- Service "Hygiene" policy.

D.13.3 Procedures

Parents will be informed about the illness and infectious diseases policy on enrolment.

A regularly updated copy of the Department of Health guidelines on infectious diseases from NSW Dept of Health website will be kept attached to the illness and infectious disease policy for reference by staff, management and made available to parents on request.

<http://www.health.nsw.gov.au/publichealth/Infectious/a-z.asp>.

A child or adult will be considered sick if he/she:

- sleeps at unusual times, is lethargic
- has a fever over 38°C
- is crying constantly from discomfort
- vomits or has diarrhoea
- is in need of constant one to one care
- Symptoms of an infectious disease

If a child is unwell at home parents are not permitted to bring the child to the centre. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.

If a child becomes ill or develops symptoms at the centre the parents will be contacted to take the child home. Where the parents are not available emergency contacts will be called to ensure the child is removed from the service promptly.

The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent or other authorised adult takes them home.

During a fever, natural methods will be employed to bring the child's temperature down until the parents arrive or help is sought. Such methods include: clothes removed as required, clear fluids given, tepid sponges administered.

If a child's temperature is very high, cannot be brought down and parents cannot be contacted, the child's doctor will be contacted and permission sought to give paracetamol. If the situation becomes serious the child will be taken to the doctor or an ambulance called.

If a staff member becomes ill or develops symptoms at the centre they can return home if able or organise for someone to take them home.

The Coordinator will organise a suitable staff replacement as soon as possible.

D.13.3.1 Infection Control Procedures

All staff dealing with open sores, cuts and bodily fluids with any child or adult shall wear disposable gloves.

Staff with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves.

Disposable gloves will be properly and safely discarded, and staff are to wash their hands after doing so.

If a child has an open wound it will be covered with a waterproof dressing and securely attached.

If bodily fluids or blood gets on the skin but there is no cut or puncture, wash away with hot soapy water.

In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water.

In the event of exposure to the mouth, promptly spit it out and rinse mouth with water several times.

In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.

In the event of having to perform CPR, disposable sterile mouth masks are to be used, or if unavailable a piece of cloth. The staff person in charge of the first aid kit will ensure that a mask is available at all times.

Any exposure should be reported to the Coordinator and Management to ensure proper follow up procedures occur.

Note: Hot water may coagulate the blood and protect any virus from the soap or disinfectant. It is best to use cold or tepid water temperatures in all cleaning processes.

Any soiled clothing shall be handled using disposable gloves, soaked in disinfectant or hot soapy water. Clothing will be placed and sealed in a plastic bag for the parents to take home.

Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected. Cloths used in cleaning will be wrapped in plastic bags and properly disposed of according to current infection control guidelines.

D.13.3.2 Management of HIV/AIDS/Hep B and C

Under the Federal *Disability Act* and the *Equal Opportunity Act*, no discrimination will take place based on a child's/parent's/educator's HIV status.

Discrimination in regard to access to the centre is unlawful. A child with HIV or Hepatitis B or C has the right to obtain a position in the centre should a position become available and an educator the right to equal opportunity of employment. The service has no obligation to advise other families attending the service of a child's or educators HIV status.

A child with AIDS shall be treated as any other child, as HIV is not transmitted through casual contact. The child shall have the same level of physical contact with Educators as other children in the centre.

Where Educators are informed of a child, parent or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. A breach of this confidentiality will be considered a breach of discipline.

Educators will ensure that no discussion is made other than insuring proper care of all children is maintained.

Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy (See also Hygiene policy for details.) will be implemented.

Educators and parents will be encouraged to participate in AIDS and Hepatitis education.

D.13.3.3 Management of Infectious Disease Outbreak

Children and staff will be excluded from the service if they are ill with any contagious illness. This includes diarrhoea and conjunctivitis.

In the event of an outbreak of vaccine-preventable disease at the service or school attended by children at service, parents of children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.

The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.

Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements, discussed and agreed to by the management committee, have been made.

The period of exclusion will be based on the recommendations outlined by the Department of Health. The recommendation will be available at the service for viewing.

The Coordinator will at all times follow the recommendations as outlined in the Health Department document.

The decision to exclude or re-admit a child or staff member will be the responsibility of the Coordinator based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.

The Coordinator or staff members have the right to refuse access if concerned about the child's health.

Children and Staff with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.

A doctor's clearance certificate will be required for all infectious diseases such as measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before returning to the service.

Parents will be informed about the occurrence of an infectious disease in the service ensuring that the individual rights of staff or children are not infringed upon.

All Educators will ensure proper hygiene practices are carried out as outlined in the LOOSH Hygiene policy.

All Educators will be advised upon appointment to the position to maintain their immunity to common childhood diseases, tetanus and Hepatitis B through immunisation with their local health professional

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.14 Immunisation

D.14.1 Policy

We respect the right of individual parents to decide whether or not to immunise. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Proof of immunisation will be sought at the enrolment stage and recorded in the enrolment form.

D.14.2 Considerations

- Department of Health Recommendations
- DEEWR Policy as outlined in OSHC Handbook
- Education & Care Service National Regulations 162

D.14.3 Procedures

Parents will provide the centre with documented evidence of their child's immunisation status. This information will be recorded in the enrolment form.

In the event of an outbreak of vaccine-preventable disease at the centre or school attended by children at centre, children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.

The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.

Payment of fees will be required for children excluded during an outbreak of a vaccine-preventable disease, unless other arrangements, discussed and agreed to by the management committee, have been made.

All staff should also maintain, through immunisation, their immunity to the following common childhood diseases (this will be paid by the centre):

- Measles, Mumps & Rubella
- Pertussis (Whooping Cough)
- Varicella (Chicken pox & Shingles)

Staff will be encouraged to undergo immunisation for Hepatitis A & B if they are not already immunised. The centre will pay for the immunisation of all new staff who wish to be immunised against common childhood diseases.

It is also recommended that all adults receive a booster dose of tetanus and diphtheria vaccine every 10 years.

DATE ENDORSED	20 February 2019
DATE FOR REVIEW AND EVALUATION	18 February 2021

D.15 Dealing with Medical Conditions

D.15.1 Policy

Our service will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of well-being, connectedness and belonging to the service (My Time, Our Place 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality (My Time, Our Place 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

D.15.2 Considerations

- National Quality Standards 2.1, 6.2 and 6.3
- Education & Care Service National Regulations 90-91, 92-96, 178, 181-184
- National Law 167, 173
- LOOSH Family Handbook
- Enrolment and Orientation Policy
- Providing a Child Safe Environment Policy
- Management of incident, Injury, Illness and Trauma policy
- Administration of First Aid policy *Disability Discrimination Act 1975*
- *NSW Anti-Discrimination Act 1977*
- *Work Health and Safety Act 2011*
- Individual Medical Management Plans and corresponding resources.
- My Time, Our Place.

D.15.3 Procedures

D.15.3.1.1 Dealing with medical conditions

Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.

Upon notification of a child's medical condition, the service will provide the family with a copy of this policy in accordance with regulation 91.

Specific or long term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.

It is a requirement of the service that a risk minimisation plan and communication plan is developed in consultation with the child's family. The Coordinator will meet with the family and relevant health professionals as soon as possible prior to the child's attendance to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.

Content of the management plan will include:

- Identification of any risks to the child or others by their attendance at the service.
- Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures.
- Process and time line for orientation or training requirements of educators.
- Methods for communicating between the family and educators if there are any changes to the child's medical management plan.

The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases, specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.

Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed.

Where possible the service will endeavour to not have that allergen accessible in the service.

All medical conditions including food allergies will be placed on a noticeboard near the kitchen area out of the sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list.

All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.

Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children (ie. No nut policy communicated to parents).

Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be served separately and all children will wash their hands before and after eating.

Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. The doctor must provide this plan. In one off circumstances the service will not make an exception to this rule and will require the families to complete the procedure for the educators to administer the medication.

D.15.3.2 Administration of Medication

Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.

Educators will only administer medication during services operating hours.

Permission for a child to self-medicate will be administered with the families written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.

In the event that a case of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.

An authorisation is not required in the event of an asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified.

Families who wish for medication to be administered to their child or have their child self-administer the medication at the service must complete a medication form providing the following information:

- Name of child
- Name of medication
- Details of the date, time and dosage to be administered. (General time, e.g. lunchtime will not be accepted.)
- Where required, indicate if the child is allowed to administer the medication themselves or have an educator do it.
- Signature of family member

Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.

If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.

An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their own medication on their person with parental permission. Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.

Before medication is given to a child, the educator (with current First Aid Certificate) who is administering the medication will verify the correct dosage for the correct child with another educator who will also witness the administration of the medication.

After the medication is given, the educator will record the following details on the medication form: Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.

Where a medical practitioner's approval is given, educators will complete the medication form and write the name of the medical practitioner for the authorisation.

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D.16 Administration of Medication

D.16.1 Policy

LOOSH seeks to ensure the proper care and attention to all children through specific guidelines regarding use of medications. To ensure the interests of staff, children and parents are not compromised, medication in its original packaging will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner.

To support children to take increasing responsibility for their own health and wellbeing specific consideration will also be given to children who are carrying medication in their school bags and whose parents have given permission to self-medicate (My Time, Our Place 3.2). In order for the staff to properly care for children the service has an expectation that parents will inform Educators if children are receiving medication at home or school, the nature and purpose of the medication and possible side effects it may have for the child. Educators will use this information to support the child's participation in the service ((My Time, Our Place 4.3)

D.16.2 Considerations

- National Law 167 (protection from Harm and hazard)
- Education & Care Service National Regulations 92-96, 178, 181-184
- National Standard 2: Element 2.1.1
- My Time, Our Place Outcome 3 (2. Children take increasing responsibility for their own health and wellbeing)
- LOOSH Medical Conditions & Confidentiality

D.16.3 Procedures

Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.

Medication will only be administered by a certified supervisor during service operating hours.

Medication and permission for a child to self-medicate will be administered with the parent's/ guardians written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.

In the event that a case of emergency requires verbal consent to administration of medication the service will provide written notice to the parent as soon as practical after administration of the medication.

No authorisation is required in the event of an asthma or anaphylaxis emergency however in doing so as soon as possible after that time the parent is notified and/or emergency services.

Authorisation from anyone other than the parent/ guardian or medical practitioner cannot be accepted.

Parents/ guardian who wish medication to be administered to their child or have their child administer the medication at the service will complete the medication form providing the following information.

- Name of child
- Name of medication
- Details of the date, time and dosage to be administered. (General time, e.g. lunchtime will not be accepted.)
- Where required, indicate if the child is allowed to administer the medication or the educator.
- Signature of parent /guardian

Medication must be given directly to a certified supervisor and not left in the child's bag. Educators will store the medication in the designated secure place, clearly labelled and ensure that medication is kept out of reach of the children at all times.

If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.

An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their medication on their person with parental permission. Where a child carries their own asthma medication they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.

D.16.3.1 Administering Medication

Before medication is given to a child the certified supervisors (with current First Aid Certificate) who is administering the medication will verify the correct dosage with another educator who will also witness the administration of the medication.

After the medication is given the certified supervisor will record the details on the medication form. Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.

Where a medical practitioner's approval is given staff will complete the medication form and write the name of the medical practitioner for the authorisation.

Where medication for treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. This plan must be provided by the doctor. In one off circumstances the service will not make an exception to this rule and will require the parents to complete the procedure for the educators to administer the medication.

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D.17 Child Protection

D.17.1 Policy

LOOSH believes that it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs.

The safety and welfare of all children is of paramount importance.

Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

D.17.2 Considerations

- *NSW Children and Young Person's (Care and Protection) Act 1998*
- *Commission for Children and Young People Act 1998*
- *Child Protection (Prohibited Employment) Act 1998*
- *Ombudsman Act 1974 (with relevant Child Protection Amendments)*
- NSW Department of Community Services Mandatory Reporting Guidelines
- NSW Child Protection Interagency Guidelines (2006)
- *Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13*
- Keep Them Safe – Information session/ overview participants manual 2009/ 2010
- OSHCQA Quality Area 7

D.17.3 Procedures

D.17.3.1 Mandatory Reporting

A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.

In OOSH services mandatory reporters are:

- Staff that deliver services to children
- Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

Staff are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the *NSW Children and Young Persons (Care and Protection) Act 1998* Section 23 (1) a-b) Child is at significant risk of harm – Neglect

- a) basic physical or psychological needs not being met or are at risk of not being met
- b) parents/ carers unwilling or unable to provide necessary medical care
- b1) parents/ carers unwilling or unable to arrange for the child or young person to receive an education
- c) Child is at significant risk of harm – Physical / Sexual abuse
- d) Child is at significant risk of harm – Domestic violence
- e) Child is at significant risk of harm – Serious Psychological harm
- f) Child is at significant risk of harm – Prenatal report

Staff will undergo training in relation to child protection and reporting as part of the training budget.

Any staff that forms a belief based on reasonable grounds that a child is at risk of harm should ensure they record the details of the report in a clear objective format.

Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.

Any staff who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with their coordinator/ authorised supervisor, as he or she may have information the staff member is not aware of. The coordinator will then assist staff in running the online Mandatory Reporters Guidelines tool (see point below for more information) to determine whether the report meets the threshold for significant risk of harm.

If directed by MRG to report to Community services, staff should report their concerns to the Child Protection Helpline:

- Mandatory Reporters phone 13 36 27

- Non-Mandatory reporters phone 132 111

When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG.

If Coordinator/authorised supervisor has been advised to but has not reported to Community Services you are legally responsible to do so.

Once a report is made to the CS Helpline no further report needs to be made unless new information comes to hand.

D.17.3.2 Mandatory Reporting Guidance tool

A Mandatory Reporting Guidance tool has been developed to help frontline mandatory reporters, including OOSH workers determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide reporter on what action should be taken. The MRG is an interactive tool and is available online at www.keepthemsafe.nsw.gov.au.

If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.

If new information presents concerning the child or young person run the MRG tool again

Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.

The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

For assistance with referral information.

- Human Services Network www.hsnet.nsw.gov.au
- Family Services NSW www.familyservices.nsw.asn.au

D.17.3.3 Information exchange

In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.

The *NSW Children and Young Persons (Care and Protection) Act 1998* has been amended (2009) to include chapter 16A Information Exchange

Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people

Under Chapter 16 A *NSW Children and Young Persons (Care and Protection) Act 1998*, Staff will exchange information that relates to a child or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services and whether or not the child or young person consents to the information exchange.

The information requested or provided must relate to the safety, welfare or wellbeing of the child. Information includes:

- A child or young person's history or circumstances
- A parent or other family member, significant or relevant relationship
- The agency's work now and in the past

Where information is provided in good faith and according to legal provisions, under section 29 & section 245G *NSW Children and Young Persons (Care and Protection) Act 1998* reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

NOTE: It is recommended that services develop a separate policy relating specifically to Information exchange

D.17.3.4 Where a complaint is made about a staff member, or someone in the service

Should an incident occur that involves a child being put at risk of harm from a member of staff, volunteer, trainee or person visiting the service, this is regarded as 'reportable conduct' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.

Where the allegation is made to a staff member or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.

If the Coordinator or person in charge is suspected then the chairperson on management committee should be informed.

The relevant forms together with information and assistance are available on line at www.nswombudsman.nsw.gov.au

The person making the report should follow the advice of the Ombudsman's Departmental Officers. Management will also follow this advice.

The matter will be treated with strict confidentiality.

For the protection of both the children and the staff member involved, the staff member should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is resolved.

Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

D.17.3.5 Recruitment of staff

All staff employed by the service including management, full time/ part time carers, volunteers and students will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. Written approval from the prospective employee will be sought prior to this check being carried out.

When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self Employed People. This certificate ensures verification that the person employed is not banned by law from working with children. These certificates are issued through the NSW Commission for Children and Young People. Application form and instructions are available on www.kids.nsw.gov.au.

For further information

- Keep Them Safe www.keepthemsafe.nsw.gov.au
- Human Services Network www.hsnet.nsw.gov.au
- Ombudsman www.nswombudsman.nsw.gov.au
- Community Services www.community.nsw.gov.au
- NSW Commission for Children and Young People www.kids.nsw.gov.au
- Child Protection Helpline 13 36 27

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D.18 Removal and assumption of care of a child from the service by Community Services

D.18.1 Objective

The purpose of this procedure is to provide guidance for children's services when responding to a Community Services request for removing a child or young person at immediate risk of significant harm, with or without a search warrant or Children's Court order.

D.18.2 Overview

Community Services (an agency within the NSW Department of Human Services) and NSW Police have the legal authority to remove children from their parents' or usual carer's responsibility where:

- there are reasonable grounds to believe that the child or young person is at risk of significant harm AND
- the risk is immediate, and less intrusive actions insufficiently reduce the risk of harm.

Community Services also has authority to assume the care of a child while they are in attendance at a children's service (that is, where it is not in the best interests of the child to be removed from the premises where they are currently living/located), if the child is assessed as being in need of care and protection on returning to the care of parents or carers.

Section 34 of the *Children and Young Persons (Care and Protection) Act 1998* (the Act) authorises Community Services to take whatever action is necessary to safeguard or promote the safety, welfare and well-being of a child or young person who is in need of care or protection.

Community Services must ensure that the child's parents/carers are kept informed of the whereabouts of the child:

- by disclosing the whereabouts of the child where the disclosure would not prejudice the child's safety, welfare, wellbeing or interests, or
- by not disclosing high level identification information (including name and address of the carer; information that may identify the placement; or contact information) where the disclosure would prejudice the child's safety, welfare, wellbeing or interests

Section 234 (1) of the Act requires the person conducting the removal to provide the following information to the child (where over 10 years old):

- the person's name and authority to conduct the removal
- the reasons why the child or young person is being removed
- that the law authorises the person to conduct the removal
- what is likely to happen to the child or young person after they have been removed

This information may be provided verbally at the time, however must be provided in writing as soon as practicable in a language and manner the child or young person can understand.

The child (10+ years) must be informed they may contact any person and be assisted to contact that person.

Community Services is responsible for arranging a placement for the child, where required.

Community Services will not ordinarily return the child(ren) to their parents or carers until it assesses that it is safe to do so or the Children's Court orders it.

D.18.3 Procedure

If Community Services representatives arrive at the service to remove or assume the care responsibility of a child, please ensure this procedure is followed:

- 1) Community Services will contact the service to seek approval from the Coordinator/Authorised Supervisor or the most senior staff member on shift to collect the child, and advise about the need to remove or assume the child from the service, including the names of the representatives and the proposed arrival time (Community Services may be assisted by Police).
- 2) In preparation for the attendance of Community Services, centre staff should sit with the child in a comfortable area, e.g. foyer, office or staff room (this will reduce distress to other children). Ensure that the other children at the centre will still be adequately supervised.
- 3) Do not contact the child's parent/s to advise them about the impending removal of the child.
- 4) Contact any supervisor or employer immediately to advise that your service will have a child removed from care by Community Services representatives and the approximate time.
- 5) If there has not been a prior call from the Community Services or the representatives do not advise their names upon arrival the Coordinator/Authorised Supervisor should:
 - confirm the identification of the representatives (formal ID)
 - record the names and contact details of the representatives and the names of any Police in attendance
 - request that they sign the visitor in/out book
- 6) If there is any doubt about the identity of the Community Services representatives the Coordinator/Authorised Supervisor should contact the relevant Community Services Centre for verification or, if the removal is taking place outside office hours, contact the Child Protection Helpline on 133627 (the mandatory reporting number).
- 7) Where there is a Children's Court Order or a search warrant, Community Services representatives will serve an Order on the person at the service who appears to have the care and protection of the child and provide them with an information booklet about the removal (a child or young person may be removed with or without a search warrant or Children's Court order depending on the circumstances).
- 8) Ensure a representative signs the child out and that parents have been informed. An official must remain at the service until it is confirmed that the parent has been informed of the child's removal from the centre.

D.18.3.1 Staff Safety

If the parent or carer contacts and/or arrives at the service for information they should be directed to contact the Community Services Centre, or to call the Child Protection Helpline on 132 111. Where possible a Community Services caseworker should remain at the centre to inform the parent.

D.18.3.2 Complaints

Service staff or parents can also contact the Community Services Complaints Unit on 1800 000 164 if they have a complaint in relation to the removal.

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D.19 Child Management

D.19.1 Policy

We aim to provide an environment where all parents, staff and children feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring

environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

D.19.2 Considerations

- *Children's and Young Persons (Care and Protection) Act 1998*
- Voluntary Code of Practice, Section 12 (Exclusion for unacceptable behaviour)
- United Nations Convention on the Rights of the Child
- Play - Rights and Responsibilities of children, staff and parents for a cooperative OOSH environment (Network)

D.19.3 Procedures

Basic rules and clear guidelines of acceptable behaviour will be established through consultation with staff and children.

Rules will encourage respect for the rights of others and help create a caring environment and be based on safety, order, cleanliness.

Children and parents will have the opportunity to be involved in developing rules and our centre's Code of Behaviour.

All rules will be clearly expressed in a positive way and reinforced consistently.

Staff, parents and children will be made aware of the rules.

Rules will be displayed.

Children will be made aware of the consequences of breaking the rules.

All consequences shall be relevant to the individual situation and not demeaning to the child.

No child is to be subjected to, or threatened with, corporal punishment.

No child is to have food or other basic needs withdrawn as part of a punishment.

Staff will only use time out for short periods, where children are encouraged to sit and think. Staff will follow up all time out situations by discussing the situation with the child and working together on better solutions for future behaviour.

Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.

Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem solving skills.

Children will be encouraged to seek support when necessary.

Staff will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.

Staff, school and parents should work in partnership in promoting a consistent and positive approach to behaviour management.

Staff and parents will raise concerns as they arise and discuss ways of working together to assist children to make positive changes to inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment the staff and children will have the following responsibilities.

D.19.3.1 THE CHILDREN WILL:

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat each other with respect, courtesy and understanding.
- Be encouraged to maintain positive communication and relationships between staff, children and other adults.
- Ensure that appropriate language is used at all times.
- Know and fulfill their responsibilities.
- Settle their differences in a peaceful manner, try to use communication and mediation to resolve difficulties, rather than resort to violence.
- Develop self-discipline skills through positive example and direction.
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

D.19.3.2 THE STAFF WILL:

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication with the children at all times.
- When communicating with children staff will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner.
- Use voice intonations, facial expressions, and explanations as methods of discipline.
- Shouting at children should be avoided.

To encourage children to take responsibility for their actions, staff will:

- initiate conversations with all children, and develop an understanding of the child and their interests
- form friendly and warm relationships with the children in their care and be supportive and encouraging
- ensure that expectations relating to the children's behaviour are explicit and clear, and consequences are consistently applied
- act as a role model for acceptable behaviour
- encourage and reward acceptable behaviour
- focus on the behaviour, not the child
- give praise and positive feedback to the children as often as possible
- provide an environment, which will foster the child's self esteem
- help children develop self-discipline skills through positive example and direction.
- introduce older children to simple conflict resolution skills
- help children to appreciate and care for each other and their surroundings
- ensure that appropriate language is used at all times
- never single out any children or make them feel inadequate at any time
- avoid threatening or verbally abusing the children in any way

D.19.3.3 CONSISTENT UNACCEPTABLE BEHAVIOUR

Where a child demonstrates consistent unacceptable behaviour the staff will:

- ensure the child is aware of the limits and what is appropriate behaviour
- ensure the expectations are appropriate for the child's level of development and understanding
- review the consequences to ensure they are not inadvertently encouraging the behaviour

- look for and assess possible causes for the behaviour
- discuss the issue with the parents and the child
- record all incidents, indicating what happened before and after the incident, time, date and who was involved
- develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals as required
- record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date

If the child physically hurts other children or adults the staff will:

- remove the child from the situation
- ensure the other person is all right and given proper attention and care
- record the incident, indicating date, time, victim, injury, offender and attendant
- ensure that both sets of caregivers are notified of the incident

D.19.3.4 EXCLUSION FOR UNACCEPTABLE BEHAVIOUR.

Should unacceptable behaviour continue and the above strategies are not working the staff will inform the management.

The management in consultation with the staff will discuss the issue.

Where, in the interest of the child and other children at the centre, exclusion is seen as the only step to be taken, this will be decided by the management. It will be considered only after:

- Adequate support and counselling
- Parents have been notified and given the opportunity to discuss their child's behaviour
- Parents have been referred to other agencies, where necessary
- Careful consideration has been given to the problem by staff and management.
- Clear procedures have been established for accepting the child back into the centre
- Strategies outlined in Network's "Play, Rights and Responsibilities" should be followed

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D.20 Rest & Sleep

D.20.1 Policy

At LOOSH we believe that effective rest and, where necessary, sleep strategies are important factors in ensuring a child feels safe, secure and comfortable in the service environment. The service defines 'rest' as a period of inactivity, solitude, calmness or tranquillity and is considered different to a child being in a state of sleep in regards to the school age care of children. Whilst the majority of children who access our service may never need to sleep or rest during their time at the service, it is important that educators can accommodate the rest needs of all children regardless of their age if it is needed. Examples of when this may be necessary are when children are feeling unwell, if they are tired from an excursion or if they have additional needs and their rest requirements are greater than their peers.

D.20.2 Considerations

- Education and Care Services National Law & Regulations 81 (Sleep and rest)
- National Quality Standard 2.1 Health (Elements 2.1.1 and 2.1.2)
- National Quality Standard 2.2 Safety (Element 2.2.1)

- Service Policy/documentation
 - D1 Hygiene
 - D13 Illness and Infectious Diseases
 - Cleaning rosters/checklist

D.20.3 Procedures

D.20.3.1 SAFE SLEEP PRACTICES FOR ALL CHILDREN

In accordance with the Education and Care Services National Law and Regulations, the service will ensure that the needs for sleep and rest of children in the service are met, having regard to the ages, developmental stages and individual needs of the children.

The service's Sleep and Rest Policy is based on recommendations from the evidence-based practice detailed on the ACECQA website.

The service consults with families about their child's individual needs and to be aware of the different values and parenting beliefs, cultural or otherwise that are associated with rest.

If a family's beliefs and practices are in conflict with the evidence-based practice recommendations, then the service will not endorse an alternative practice, unless the service is provided with written advice from a medical practitioner.

The service has a duty of care to ensure that all children are provided with a high level of safety when resting or sleeping while in care.

In meeting the service's duty of care, it is a requirement that management and educators implement and adhere to the service's Sleep and Rest Policy.

All children will be encouraged to lay on their back to rest when first being settled for a rest. If a child turns onto their side or stomach during sleep, then allow them to find their own sleeping position.

All children will rest with their face uncovered.

Children's rest environments are free from cigarette or tobacco smoke.

The rest environment, equipment and materials will be safe and free from hazards.

Educators monitor resting children at regular intervals and supervise the rest environment.

D.20.3.2 REST FOR SCHOOL AGE CHILDREN

If a school age child requests a rest then there is a designated area for the child to be inactive and calm, away from the main group of children.

The designated rest area may be a cushion, mat or seat in a quiet section of the care environment.

Quiet, solitary play experiences are available for those school age children who request the need for a rest or time away from their peers.

Safe resting practices are relevant to school age children because, if they are resting or sleeping they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping as described above.

Light bedding is the preferred option if requested by the child.

Educators will show awareness of children's comfort and avoiding overcrowding when children are in need of rest or sleep.

Our service will provide a range of both active and restful experiences throughout the program and support children's preferences for participation.

D.20.3.3 SAFE RESTING PRACTICES FOR A CHILD WHO IS UNWELL

Child will be encouraged to rest in a quiet, comfortable and safe place.

Child will be encouraged to lie down & make themselves comfortable when displaying signs of being unwell.

Children will be allowed to find their own sleeping position.

All children will rest with their face uncovered.

Children who are unwell (and waiting collection from a parent /guardian) will be given the highest supervision priority and monitored constantly especially if the child has a high temperature, vomited or received minor trauma to their head. For example, a child who has received a blow to the head while playing sport.

Parents will be contacted immediately to make arrangements to collect the child as soon as possible.

Refer to the service's Incident, Illness, Injury and Trauma policy for additional information.

D.20.3.4 REST/SLEEP ENVIRONMENT AND EQUIPMENT

The service will ensure a rest or sleep space is available or can be made available to children at all times. This could include a quiet area with cushions, a book corner with floor cushions, a lounge or armchair etc.

The area and equipment will be checked regularly as part of the services safety check and hazard identification practices.

Hygiene standards will be maintained when children use the rest/sleep area and equipment such as regularly washing pillow cases and blankets, particularly when a child is unwell.

The service will ensure the room temperature, airflow, noise and lighting is conducive to sleep and rest when necessary.

Children's clothing items should be checked prior to them sleeping to ensure it doesn't present any hazards to them whilst asleep.

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E. Programming

E.1 Daily Routines

E.1.1 Policy

We aim to provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development.

As the centre is the child's time for play and leisure, this will be reflected in the daily routines.

E.1.2 Considerations

- National Standards Section 4.2 (Written programs)

E.1.3 Procedures

A daily routine will be discussed and organised by the staff.

The routine will reflect the centre's philosophy of care.

The routine will be structured around regular events of the day such as arrival, departure, school drop off and collection, morning and afternoon tea, and lunch during vacation care time.

The routine will provide a mixture of structured and unstructured activities.

The routine will take into consideration all children's needs in relation to the emotional, social, physical, creative and developmental areas.

Developing each child's own creative leisure skills will also be a consideration when planning the daily routine.

The routine will be adapted to meet the varying and changing needs of the children in relation to before school, after school, and vacation care, and seasonal conditions.

The routine will be recorded and displayed on the program board where staff, parents and children can clearly see it.

The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

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E.2 Written Programs

E.2.1 Policy

We aim to develop and implement a balanced program that is stimulating, interesting and exciting, which allows opportunities for children to play, explore and develop new skills, and is appropriate to the developmental and leisure needs of all children. Our centre's program will reflect the cultural diversity of today's society.

Children and parents are encouraged to be actively involved in the planning, implementation and evaluation of the program.

E.2.2 Considerations

- National Standards Section 4.2 (Written programs)

E.2.3 Procedures

The Coordinator and staff members will be responsible for the development of a child centred program that reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.

Programs will be developed for all aspects of the centre: before school, after school, and vacation care days.

The written program will be prepared weekly and be displayed for children and parents to see.

Staff will be allocated time each week to fulfil the task of programming as part of their duties.

Training in children's programming and activities will constitute part of staff development and be included as an item in the centre's budget each year.

Children and parents are encouraged to incorporate their views, ideas and specific interests into the program.

Staff will encourage feedback and input from children and parents in relation to the program.

Staff will regularly talk to parents concerning their child's interests and activities and respond to parents suggestions, requirements and expectations.

Children will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, group meetings and planning.

All children's opinions will be considered.

The program will be recorded in the program book and clearly displayed for all staff, parents and children to see.

A written program for vacation care indicating excursion locations and anticipated departure and return times will be provided for the parents prior to the start of vacation care.

The program will be made available to any persons who wish to view it.

The program will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

Staff will interact with children and, where appropriate, participate in activities and encourage children to try new activities.

The program will be evaluated on an ongoing basis to ensure it is meeting the needs of individual children and the families in the centre.

Special group activities for older children may be organised as part of the program according to need. They should be implemented where there are suitable numbers of older children and adequate staffing levels can be maintained.

Excursions will also be organised as part of the program.

The program is to:

- Promote the importance of play in the child's life
- Reflect the cultural and language diversity of the local and wider community.
- Consider all developmental areas.
- Consider the age range of children.
- Consider individual and group interests, needs, skills, talents and abilities.

- Be balanced, providing a range of indoor/outdoor activities, quiet/active times areas and structured/unstructured activities.
- Provide a variety and choice of activities for the children.
- Be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills.
- Provide a variety of toys and equipment available to all children regardless of age or gender.
- Foster children's independence and self-help skills.
- Foster friendships and encourage cooperative and responsible behaviour among children.
- Provide children with opportunities for self-expression and self-direction.
- Provide an environment, that will foster the child's self-esteem.
- Help children develop self-discipline skills through positive example and direction.
- Help children to appreciate and care for each other and their surroundings.
- Make the children feel welcomed and valued in the centre.

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E.3 Gender Equity

E.3.1 Policy

We aim to help the children develop their full potential regardless of their gender. All children will be treated in the same manner and provided with the same access to all materials and equipment.

E.3.2 Considerations

- National Standards Section 4.4 (range of equipment)

E.3.3 Procedures

Staff shall accept and value every parent and child regardless of gender or ability.

Staff are to be aware of the way in which they treat individual children in regards to language, attitudes, assumption and expectation, and will treat all children in the same manner regardless of gender.

Staff are to be aware of the way in which they treat individual parents and each other in regards to language, attitudes, assumption and expectation, and will treat all people in the same manner regardless of gender or lifestyle.

The program will present positive experiences for the children, which are not based on gender role stereotypes.

All children will be encouraged to try a variety of activities regardless of gender.

Resource materials used in the centre will as far as possible be non-stereotyped.

Staff will provide a range of equipment, that is gender-neutral and meets the needs of the children.

Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite gender.

Staff will be actively involved in a variety of activities regardless of gender.

Every effort will be made to employ staff, relief staff and volunteers from both genders.

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E.4 Cultural Relevance/Anti-Bias

E.4.1 Policy

We aim to 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.

All activities and behaviour in the centre 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.

E.4.2 Considerations

- Anti-Discrimination Act

E.4.3 Procedures

Staff shall accept and value every parent and child regardless of race, cultural background religion, gender or ability or gender preference of parents.

Staff will make themselves aware of the specific cultures represented in the families and general community of the centre.

No discrimination will be made against any family or child due to their culture, race or gender.

Staff will not be judgemental towards the parents and will respect any differences in childcare practices (with the exception of child protection concerns).

Staff will ensure parents have confidence in the centre's quality of care for their child by seeking information regarding their cultural customs and practices.

Staff will encourage feedback and input from parents in relation to the program, policies or other issues in the centre that may be relevant to the families' culture or race.

Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

All staff will undertake training and sharing of information regarding the various cultures and multicultural programming.

Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and to incorporate this into the program.

Staff will make themselves aware of any issues or behaviour that may be offensive to the various cultures, and will avoid possible offensive behaviour.

Contact should be made with the Inclusion Support Subsidy Scheme (ISS) team in the local area for support, assistance and ideas.

All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community.

Where necessary, parent information will be translated into other languages.

Children will be encouraged to explore and share a range of cultural activities and experiences in an inclusive environment free from prejudice.

Staff shall research and gain ideas regarding appropriate activities to be incorporated in the program.

Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.

Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the diversity in our society.

All activities in the centre will be checked to ensure they are positive images that encourage acceptance of diversity of varied cultures and lifestyles.

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E.5 Excursions

E.5.1 Policy

LOOSH will plan excursions to extend the educational programming at the centre. Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the centre's premises (My Time, Our Place Outcome 2.1). Parental permission will be sought for all excursions and each excursion will be carefully planned and the potential risks assessed. When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another (My Time, Our Place Outcomes 4.2, 4.3).

E.5.2 Considerations

- Education and Care Services National Regulations 100-102; 168
- National Quality Standard 2.3
- LOOSH Health & Safety Policies
- My Time, Our Place

E.5.3 Procedures

Planned excursions will take into account:

- Children's ages, abilities and interests
- Ways to maximise the children's developmental experiences and opportunities to practice new skills
- Suitability of the venue
- Clothing and equipment required
- Travel arrangements

E.5.3.1 Risk Management

A Risk Assessment must be prepared for each excursion and will include:

- The proposed route and destination for the excursion
- Any water hazards
- The transport to and from the proposed destination for the excursion
- The number of adults and children involved in the excursion
- The number of educators or other responsible adults required to ensure appropriate supervision. This number will be determined by taking into consideration the risks posed by the excursion and whether any adults with specialised skills are required
- The proposed activities

- The likely length of time of the excursion
- The items that should be taken on the excursion, for example, first aid kit, mobile phone and a list of emergency contact numbers
- Verbal instructions to children on appropriate behaviour expected whilst on excursions
- The service's Health and Safety policies will be taken into consideration and implemented on excursions when necessary.

E.5.3.2 Permission

Parents' permission must be obtained before any child is taken outside of the centre and specific permission is required for swimming. By signing the excursion permission form, the parent is authorising their child to attend the activities stated.

Excursions to locations visited on a regular basis such as local parks may be undertaken without prior notice if parents of children in the group have given excursion permission. If an excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period. Once an initial risk assessment has been carried out for regular outings, risk assessments are not required for subsequent outings to the same place, unless there is a change to the place or venue.

E.5.3.3 Supervision

Adequate numbers of educators to effectively supervise the children must be rostered on for excursions. Numbers of educators must take into consideration the ages and developmental stage of the children attending the excursion and be based on a risk assessment of the excursion.

Head counts must be conducted regularly throughout the duration of the excursion.

Children will carry identification on excursions that clearly states the name of the service and the contact phone number

An educator must inspect all public toilets before children use them. An educator and at least one other child must accompany any child when using a public toilet.

When walking the children, one educator must lead the group, another to follow at the back, and the remaining educators spaced along the group, walking on the road side of the footpath.

When crossing a road, a pedestrian crossing must be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator must step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road

E.5.3.4 Information & Equipment

Information and equipment to be taken on excursions will include:

- A list of all children with relevant personal details and parent contact phone numbers
- A list of emergency procedures and contact numbers
- A first aid kit, including SPF 30+ broad-spectrum water resistant sunscreen
- Any medication for children attending the excursion
- A fully charged mobile phone
- Other information/equipment noted on the Risk Assessment

E.5.3.5 Lost Child

In the event that a child is lost during an excursion the well-being and safety of the other children in the group will be considered and at least one educator will remain with the group.

- Inform other educators in your group

- Ask the children if they have seen the missing child recently
- Reassure any child who may be upset
- Search the premises
- Check the meeting points
- Ask the venue staff to begin a search and make an announcement over a loudspeaker if possible
- Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or another educator with a Supervisor Certificate will call the Police and the parents

E.5.3.6 Transporting Children to/from an excursion

Children are only permitted to travel to an excursion on any form of transport with written permission from a parent.

If using public transport (such as bus, ferry, taxi, train, etc.) children must be effectively supervised at all times and never left unattended.

In some circumstances where the site of the excursion is close to the centre, it will be appropriate for children and the staff to walk to the site.

The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children.

Public transport should be used for centre excursions, wherever appropriate.

When using public or private transport it is important that each journey is risk assessed, for example, when travelling by bus:

- Ensure all bus operators hold appropriate licenses and insurance
- Ensure they provide correct facilities i.e. wheelchair access if applicable
- Ensure adequate adult supervision
- Ensure children display appropriate behaviour

E.5.3.7 Water Safety

The service recognises the risks posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water-based activities safely. Risk assessments will be carried out for programmed water-based activities.

The Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of Educators present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:

- Numbers, ages and abilities of the children
- Number and positioning of educators
- Each child's current activity
- Areas where children are playing, in particular the visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educators' knowledge of each child and each group of children, the experience, knowledge and skill of each educator.

E.5.3.8 Definition of a body of water

The service recognises the following locations are bodies of water:

- Swimming pools and /or water fun parks
- Wading pools
- Lakes/ponds/creeks/rivers
- The sea / ocean
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

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E.6 DVDs & Films

E.6.1 Policy

Films and videos can be used as part of the program of activities after thoughtful consideration relating to the content and message of the film. Staff will ensure all videos and films are suitable for the children's ages and that parent's permission has been given.

E.6.2 Considerations

- Film ratings from Australian Broadcasting Authority.
- Voluntary Code of Practice Section 12 (Videos and Films)

E.6.3 Procedures

TV film and video will only be viewed that have a G or PG rating.

TV and Videos may be used, and when used should be planned as part of a balanced program of activities. They could highlight a particular activity or interest in the program. They should not be a daily activity in the centre.

Videos or film may be viewed as part of the program during vacation care, but again will not to be used as a regular daily activity.

Parents should be notified that G and PG rated videos may be shown and permission sought on the enrolment form.

Staff should preview the film or video where possible. Staff will supervise children during the viewing of videos and films.

Children should continue to be provided with other activities during the showing of a video and be properly supervised, even if the majority of the children are attending the viewing.

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