

the
NANYIMA
centre

Policy Document



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Philosophy

To provide the highest quality Out of School Hours care in a friendly, supportive, safe and caring environment. We aim to provide a varied and stimulating program which encourages individual interests and fosters independence. We are committed to maintaining the period of middle childhood as a unique and valuable stage of life. We aim to be inclusive of all families and children, the cultural diversity of our community is valued and respected. We aim to maintain positive communication and relationships between staff, children, families, the school, and the community.



Policies in Practice

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1.1 Hours of Operation

Policy Statement

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.

Considerations

- National Standards, Section 4.3 (Hours of operation)
- Funding agreement

Procedure

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

- 7.30am to 9.15am, before school.
- 3.00 to 6.00pm, after school, 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 and letters home.

All hours of operation will be posted on the door and given to parents in our information booklet on the child's initial enrolment.

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

Please refer to dropping off and collection and late collection policy for further information regarding these procedures.

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

1.2 Service Access

Policy Statement

We aim to provide places for school-aged children needing care during their time out of school hours. We will not discriminate against any families needing care however, priority of access will be determined by the Government guidelines and placement on the waiting list.

Considerations

- National Standards Section 4.6 (Access)
- 'Priority of access' guidelines from Funding Bodies

Procedure

Our centre will be available for children who currently attend primary school only.

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

The centre will try to meet any specific needs of the families in the local community.

The centre will ensure that access to children and families with special needs is catered for.

Under agreement with the Commonwealth Government the main priority for a place in the centre will be given to:

- 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 will 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

A waiting list will be developed and updated regularly which identifies, priority of access eligibility, date placed on list and required days of care.

Parents are able to access their status on the waiting list on request.

1.3 Enrolment

Policy Statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

Considerations

- National Standards Section 4.6 (Access)
- National Standards Section 5.3 (Maintenance of Records)
- Family Law Act
- Privacy Act

Procedure

An enrolment form must be fully completed for each family before the child can attend the centre.

When a parent is having difficulty in completing the form an enrolment interview should be conducted and if necessary organised in the parent's first language.

The enrolment form must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child.

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.

All enrolment forms are to be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and /or State Department Officers.

Enrolment forms are to be updated yearly or when there are changes to the family's circumstances.

To confirm re-enrolment in the following year, current parents are asked to fill in a new enrolment form at the end of each year, which updates their current circumstances and any changes to care required.

Parents will be advised that it is their responsibility to notify staff of any changes to their current details on enrolment and through the parent information booklet.

Depending on availability of care, children may be enrolled at any time throughout the year.

Parents may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines.

1.4 Fees

Policy Statement

We aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the centre's required income.

Considerations

- Child Care Benefit (CCB)
- Confidentiality and maintenance of records

Procedure

SETTING FEES

Fees will be reviewed each term based on attendance and the centre's ability to meet the running costs. Parents will be given at least 2 weeks notice of any changes in the fees.

FEE PAYMENT

An initial bond of 2 weeks fees in advance can be requested. This money will be held until the last 2 weeks of the year or when the child leaves the centre.

Fees will be invoiced twice per term and must be kept up to date and paid 5 weeks in advance.

Casual and emergency care can be paid for on the day of care, or added to a later account.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or on holidays. CCB is paid for sick days and up to 30 days allowable absences per year.

2 weeks prior notice in writing is to be given to the Co-ordinator for any changes to the days of care or cancellation of care.

If no notice is given fees are to be paid or bond withheld, if applicable.

Fees can be paid to the co-ordinator between 3pm and 6pm, by mail, or directly into the Nanyima bank account.

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request.

The centre is approved to offer Child Care Benefit (CCB) to eligible families. This benefit is paid to the centre unless otherwise instructed by the parent. The instruction in the Handbook provided by the Department of Family and Community Services should be followed. Parents and carers should apply to the Family Assistance Office (FAO), for information assessment, and quote the centre

CRN : 555 006 998S.

Families cannot be offered CCB until assessments are completed.

The Co-ordinator will ensure that all necessary forms are available and notices posted to inform parents of availability of CCB.

All documentation pertaining to CCB should be kept for the specified time and made available to Commonwealth Departmental Officers on request.

OVERDUE FEES

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator or Administrator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

If no previous arrangements have been made regarding overdue fees the centre will:

***After 1 week overdue:* Send a reminder note regarding overdue fees**

***After 2 weeks overdue:* Write a letter reminding them to discuss any problems they may be having in paying fees with the Co-ordinator and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.**

***After 3 weeks overdue:* Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.**

***After 4 weeks overdue:* If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled.**

If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

LATE FEES

Any parent who collects their children after 6pm will be charged a late fee as set by management.

Wherever possible parents should advise the centre when they will be late to collect their child.

If a parent continues to collect their child after 6pm, the Co-ordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

1.5 Dropping off and picking up

Policy Statement

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well being of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care of their children.

Considerations

- National Standards Section 5.3 (Maintenance of records)
- Custodial requirements

Procedure

DROPPING OFF

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

On arrival the person bringing the child is responsible to sign the child in on the sign-in sheet next to the child's name, indicating time of arrival, this is especially important for Before School Care.

Children are to place their belongings in the appropriate place.

The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special needs are communicated.

Should a child require medication of any kind, parents must fill in and sign the medication form. (See Medication Policy and Network's Guidelines for Adminstrating Medication).

PICKING UP OF CHILDREN

Children must be collected by the closing time of 6.00pm.

The authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating time of departure.

Children who have permission to leave the centre by themselves will be signed out by the Co-ordinator at the agreed time.

The authorised person and children are to ensure that all belongings are collected.

The authorised person must ensure that a staff member is aware that they are taking the child from the centre.

Staff are to be notified if the persons collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. The person picking up the child is to be asked to bring identification.

The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.

The authorised person is required to give proof of identification to staff if they have not seen him or her previously.

The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity, e.g licence or Medicare card.

If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

If a child has not been collected by 6.30pm and efforts to contact authorised people have failed then staff will contact the Department of Community Services and the local Police.

INTOXICATED PARENT PICK UP

If a staff member has reason to suspect that an authorised person is under the influence of alcohol when they arrive to pick up a child and that they will be driving home then the staff are to go through the following steps :

Step 1. If the authorised person is NOT a parent, the child will NOT be released into their care and Step 2 will apply. The staff will explain that a taxi will be called for that person and the child will not be released to an intoxicated person. The child's parent or legal guardian will be contacted.

If the intoxicated person is the parent of the child then the staff are to establish how they are getting home, if the parent is going to drive then the staff will attempt to 'stall' the parent by making general conversation. If the parent is open to it and not aggressive then the staff should offer to call a taxi.

Step 2. The Co-ordinator will say to the closest staff member **"I am expecting a fax from New Zealand, will you go and see if it is in the office"** this will be the code to discreetly go and call North Sydney Police. The staff member will explain that we are stalling an intoxicated parent who is going to drive home with their child and could the police please come immediately.

Step 3. That same staff member is to keep the child/ren concerned occupied until the police arrive. The Co-ordinator is to keep the parent occupied (without force or demanding).

UNSUPERVISED CHILDREN AFTER SCHOOL

The Nanyima Centre Inc and its employees are responsible for all children booked into the Centre. Any children left unsupervised in the school grounds after 3.15pm are not the responsibility of Nanyima and will be asked to go to the school office to contact their parents. Those children expressing an interest in attending Nanyima will be given an enrolment form to discuss with their parent/s.

1.6 Absent and missing children

Policy Statement

We aim to ensure the safety and welfare of the children by ensuring clear communication and co-operation between the centre, parents and the school.

Considerations

- National Standards Section 5.3.4 (advising of child's absence)

Procedure

Absent Children

Parents/guardians are to advise the centre if their child will be absent on a day that they are booked into care.

If parents are aware before hand they must:

Inform the Co-ordinator /Assistant co-ordinator in person who must record the information in the phone/message book for the day of expected absence.

If parents do not know until the day they must in person:

Ring the centre and inform a staff member, as early as possible. Where possible this change should be confirmed in writing by fax.

This information must be recorded in the phone/message book.

Parents must indicate the expected time of absence.

If a child only attends after school care, then the parent must ring and inform the centre when the child returns to school and that the child will be attending the centre on that afternoon.

Parents will be informed of this requirement on enrolment and through the parent information booklet detailing the great importance of the centre knowing of a child's absence.

Should a child not be present and waiting in the designated area when expected, the staff member will:

- Ask the children of their knowledge of where the child might be
- Approach the school office and ask for information regarding the child's attendance at school
- Ensure all other children are well supervised during this time.

If the child was absent, then the parents will be called on arrival back to the centre to remind them of their failure to contact us and to find out if the child will be attending the next day or not.

If parents are not available staff will continue to call until a contact is made.

Missing Children

Should a child not be present and waiting in the designated area when expected, the staff member will:

- Ask the children of their knowledge of where the child might be
- Approach the school office and ask for information regarding the child's attendance at school.

If the child attended school and is expected to attend the centre, then the staff member will:

- Ask the office to find out if the teacher is aware of the parent or anyone else collecting the child and assist in the search of the school area
- Ensure all the other children are well supervised during this time.

If the child is still not found then the staff member will:

- Take the other children back to the centre
- Try to make contact with the parent or authorised person to inform them and find out any further information

If the child remains missing:

- The parents/authorised persons are to be kept informed
- The police are to be contacted.

Children attending on-site extracurricular activities

If a child is booked into Nanyima but will be attending an on-site activity such as drama or language classes or music tuition parents will be asked to sign a "Release and Return Form".

All children will be required to attend Nanyima to have their name marked off the roll. Those attending additional classes will then be reminded when to leave and where possible to walk together to the activity.

In the event that a child does not return from the activity the normal follow-up procedures will be followed. It will be made clear to parents/caregivers that the children are responsible for getting themselves to and from these activities.

1.7 Maintenance of records

Policy Statement

We aim to ensure that all appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all clients, staff and management of the centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

Considerations

- National Standards Section 5.3 (Maintenance of records/confidentiality)
- Funding Agreement
- Child Care Benefit
- Accident records, Insurance requirements
- Child Care and Protection Act
- Privacy Act

Procedure

Staff and management will ensure that all required records are recorded, properly maintained, updated and kept in the nominated secure place.

All records are to be kept confidential and only made available to authorised persons.

All documents relating to children and parents will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management committee who require relevant information, or Commonwealth or State Government officers when requested.

All documents relating to staff will only be made available to the individual staff member, the Co-ordinator, and an authorised member of the Management or police if required.

All documents relating to fee payment and CCB will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the Management or Commonwealth Government officers.

No member of staff may give information on matters relating to children, to anyone, other than to the parents or guardian enrolling the child when this information has been obtained in the course of employment in the centre.

Exceptions are made:

- For normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children
- When required to do so in a court of law when subpoenaed
- When the welfare of the child is at risk the appropriate government agencies may be contacted.

No member of staff may give information on matters relating to staff or management, to anyone except in normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children, or when required to do so in a court of law.

Records to be kept will be:

IN RELATION TO DAILY OPERATIONS

Full enrolment forms, containing information as required under section 5.3.1 of the National Standards, to be kept in alphabetical order.

Waiting list, indicating priority of access status, date placed on list, care required and if a sibling of a child already in care.

Daily records of attendance, including a roll taken by the staff and the sign in/out sheet recording the time of arrival and departure.

Staff communication book, recording specific information that the staff need to be aware of, to fully cater for the children in their care.

Phone/message book, recording any messages to ensure all staff are fully aware of relevant information.

Accident/illness record book, containing nature of accident or illness, who attended the child and what course of action was taken.

Note — Accident and illness records will be kept until the child turns 24.

Medication book, containing parent's requirements and signature, medication used, the date, time and dosage of administration, the person who administered it, and the person who witnessed the administration.

Written program, indicating daily activities in the centre.

Information folder, containing updated relevant information such as infectious diseases leaflet, OOSH updates etc.

IN RELATION TO FEES

Fee receipt book, containing payment of fees, type of fee and dates paid for by whom, date, amount and childcare benefit received.

Child Care Benefit, records will be kept for a period of 3 years.

Receipt books will be kept for a period of 7 years.

Amount owing records, indicating fees due, and any outstanding fees, along with procedures undertaken to retrieve outstanding fees.

Accounting documents, all records relating to fees accounting and bank statements are to be kept for a period of 7 years.

In relation to staff.

Staff employment details, indicating personal details, date of employment, hours of work, position title and job description, resume and references, date for review, and any discipline or grievance procedures.

Staff wages, holiday and sick leave entitlements.

Time and wage records, are to be kept for a period of 7 years.

Union and Superannuation details.

Occupational Health and Safety details.

IN RELATION TO MANAGEMENT

Management structure, including position titles and duties and current persons holding the positions.

Minutes of meetings and AGMs.

Policy booklet, including centre details, philosophy and policies.

INSURANCE AND FINANCIAL DETAILS

Insurance documents will be kept for a period of 7 years.

Funding and other relevant agreements, such as school/hall usage etc.
All records relating to funding will be kept for a period of 7 years.

All records are to be kept neat and tidy, updated as required and appropriate information passed on to any new staff or management member.

All records, which require to be kept for an extended period of time, will be stored securely in the designated place and shall not be removed without the knowledge of the management and only to those who are legally required to obtain the information.

1.8 Policy Development and Review

Policy Statement

We aim to provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently.

Management will ensure that all individuals are aware of relevant policies and have free access to the policy booklet.

Considerations

- National Standards Section 4.1 (Policy)

Procedure

Management will ensure the development of all required policies under the National Standards.

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 addressed in a current policy
- A current policy is not meeting the current need
- Daily operations of the centre are unclear to staff, parents or management
- Staff, parents or management are unsure what to do in a certain situation
- There have been changes due to outside influences.

All policies must reflect the current philosophy of the centre.

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 any new management members, staff and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and staff will be informed of this policy on enrolment/employment and through the centre's information booklet.

Staff 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.

All other policies will be reviewed on an annual basis and more frequently if the need arises.

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 notes, 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 policy booklet with the date of endorsement and review.

As an ongoing practice specific policies may be mentioned again through notice boards, 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.

1.9 Participation and Access

Policy Statement

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.

Considerations

- National Standards Section 5.1 (Participation & Access)
- Family Law Act

Procedure

When possible, 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, notice boards, or letters home.

Parents are welcome in the centre at all times 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 Co-ordinator or another staff member, 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 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 parent information booklet

- Inform them of the management structure and how they can be involved.
- Invite them to attend or to read a report of the AGM meeting displayed on the notice board.
- Inform 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.

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.

1.10 Complaints Procedures

Policy Statement

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. And that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Considerations

- Community Services Complaints, Appeals and Monitoring Act, 1994

Procedure

We will support parents' 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 a parent 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 parents will take place in a quiet place away from children, other parents or staff not involved.

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

If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Chairperson or liaison person of the Management, either in writing or verbally.

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

The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Co-ordinator or Management will inform the parent 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 Co-ordinator will write personally to the parent.

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

1.11 Roles of Management

Policy Statement

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.

Considerations

- Constitution of The Nanyima Centre Inc.

Procedure

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, parent users and interested community members.

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's 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 Co-ordinator 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.

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 Co-ordinator.

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, etc 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.

Specific Roles of the Officers

President

- 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 organization
- 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.

Vice President

Perform the above duties in the chairperson's absence and to assist the chairperson in performing their tasks.

Secretary

- Keep records of all business to do with the committee, including membership records, correspondence and minutes
- Call meetings giving notice as required under the constitution
- Read and table for the meeting all relevant incoming and outgoing correspondence
- Deal with this correspondence as decided by the committee
- Ensure that all correspondence relevant to the staff is forwarded to them as soon as possible
- 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
- Ensure the minute book is kept and updated and signed by the Chair at next meeting.

Treasurer

Is responsible to oversee the following tasks which may be delegated as appropriate.

- Oversee the financial management of the centre
- Ensure that true and proper financial records are kept
- Plan a budget for financial expenditure
- Pay accounts promptly
- Keep records of receipts and payments
- Arrange for the banking of monies as soon as possible
- Calculate staff wages, pay staff and maintain wage records
- Deduct income tax and submitting to the Taxation Department
- 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.

1.12 Financial Management

Policy Statement

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.

Procedure

The Treasurer will draw up an annual budget in consultation with the financial sub committee and Administrator and be approved by Management.

The Treasurer will review the budget with the Administrator clearly identifying relevant issues such as allocated petty cash and monies made available for new equipment etc.

Fund raising will be encouraged and supported by the committee but will not be a part of the income required in the budget.

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 Treasurer will draw up a time- table for the year that indicates when all returns, audits, reports and other financial accountabilities are due.

The Treasurer will be responsible for ensuring that all these are carried out by the appropriate time frame.

The Treasurer 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 or other delegated person, 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 Treasurer is responsible for ensuring that the financial report is submitted to the funding bodies within the time frame outlined in funding agreements.

The Audited Balance sheet and Income and Expenditure statement will be presented to the Association's members at the AGM.

All financial records will be kept for a period of 7 years and will be made available for inspection by the relevant government Department officers.



Facilities and Equipment

Contents

- 2.1** Security
- 2.2** Building Equipment Repairs and Maintenance
- 2.3** Risk Assessment and Management
- 2.4** Storage
- 2.5** Heating, Ventilation and Lighting
- 2.6** Pest Control
- 2.7** Indoor Environment
- 2.8** Outdoor Environment

2.1 Security

Policy Statement

We aim to ensure the proper security of the building and staff by ensuring measures are in place regarding entry and access to the building.

Considerations

- Occupational Health & Safety Act

Procedure

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

Extra keys will only be cut after agreement by the management.

A locked box will be provided to keep all monies and important documents.

Access to the box will only be permitted by approved staff and management members.

The box will not be opened in clear view of anyone.

Staff will ensure that the building is left in a secure manner before leaving.

Staff must ensure that all windows are locked; cupboards, safe, and other relevant areas are locked. All heating and lighting is off and all doors properly secured.

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

Staff will remain at the centre until the police arrive or inform them of what to do.

2.2 Building Equipment Repairs and Maintenance

Policy Statement

We aim to provide a safe and secure environment through proper and immediate attention to all aspects of building and equipment repairs and maintenance.

Considerations

- National Standards Section 2.9 (Building cleanliness, maintenance and repairs)
- Occupational Health & Safety Act
- Australian Standards for playground equipment

Procedure

Equipment will be chosen to meet the children's developmental needs and interests.

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

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.

The centre and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards. Any necessary repairs or maintenance will be referred to the General Assistant, Cammeray Public School.

Equipment will be regularly washed and cleaned.

Recycled craft materials should be checked for potential hazards.

Staff should ensure safe handling of all tools, particularly sharp tools, if used as part of any activity.

Parents will be encouraged to notify the staff of any problems that they might observe.

Anything that requires maintenance is to be reported to the Co-ordinator 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 Co-ordinator and when?
- What was done to rectify the problem?
- Date repaired.

For urgent repairs the Co-ordinator will refer the issue to the General Assistant, Cammeray Public School, to attend to the problem. Non-urgent repairs will be recorded in the maintenance book. The Co-ordinator will note this in her report and bring it to the attention of the committee at the next meeting. The committee and Co-ordinator will organise to rectify the problem.

Maintenance reviews should be done as part of the Co-ordinator's report when required.

It is the committee's responsibility, once a problem has been raised to ensure that it is rectified in the most efficient manner and that the centre is safe for staff and clientele.

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

2.3 Risk Assessment and Management

Policy Statement

We aim to ensure a safe and healthy work and play environment for staff, children and visitors. In addition we are committed to injury management aimed at the early and safe return to work of injured staff.

Considerations

- Occupational Health & Safety Act 2000
- Occupational Health & Safety Regulation 2001
- Workplace Injury Management & Workers Compensation Act 1998
- Workplace Injury Management & Workers Compensation Regulation 2002

Procedure

The Management Committee will appoint a staff member as OH & S Officer, who will be provided with appropriate training.

At the beginning of each school term an audit of the workplace will be conducted by the OH & S Officer, a member of the Management Committee and an employee with the aim of identifying potential workplace hazards.

Employees will be encouraged to report to the Co-ordinator any suspected workplace hazard, work related injury or illness affecting themselves or others, at the earliest opportunity.

Using the Department of Education & Training "Risk Assessment Matrix" the hazard will be assessed and managed accordingly.

Identified hazards will either be dealt with by the Co-ordinator or communicated to the school's General Assistant for action.

Where it is deemed a policy or procedure requires reviewing this shall be done at the next Management Committee meeting.

2.4 Storage

Policy Statement

The centre will provide safe and secure storage facilities for all indoor and outdoor equipment, ensuring relevant equipment is accessible to the children to encourage independence. Dangerous objects and all confidential records should be made inaccessible to children and all persons except those permitted to access them.

Considerations

- National Standards Section 1.4 (Storage facilities)

Procedure

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 the beginning of each term or when seen as necessary.

Play equipment and toys will be stored in a separate cupboard. This should be accessible to the children during the operating hours of the centre.

Children will show respect for the equipment and be expected to pack equipment away that they remove from the cupboard.

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, not set up by the staff.

Drawing paper and other materials will be made available to the children at all times.

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

Where room permits a separate storage area will be available for large outdoor and sporting equipment. A clearly defined system of storage will be recorded in the storage shed.

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.

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

Kitchen and other refuse areas will be provided, containers will be cleaned and emptied daily.

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

2.5 Heating, Ventilation and Lighting

Policy Statement

We aim to provide a quality environment by ensuring adequate provision and maintenance of heating, ventilation and lighting in the centre.

Considerations

- National Standards Section 2.9 (Building cleanliness, maintenance and repairs)

Procedure

All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability. Any maintenance of the appliances will be conducted as per Education Department policy.

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

The Co-ordinator will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable.

Should staff, children or parents complain about heating in the centre not being at a comfortable level, this matter will be drawn to the attention of the Management and steps made to address the problem.

Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening.

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 the operation of the centre 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 centre 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.

2.6 Pest Control

Policy Statement

We aim to provide a clean and safe environment by ensuring that every effort is made to maintain a vermin free centre. We will endeavour to do this with the minimum use of chemicals.

Considerations

- National Standards Section 2.9 (Building cleanliness, maintenance and repairs)

Procedure

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 and 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 Co-ordinator may obtain a contractor from the school to address the problem.

If non urgent the Co-ordinator will bring the problem to the attention of the General Assistant, Cammeray Public School.

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's and staff presence in the building.

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

2.7 Indoor Environment

Policy Statement

We aim to provide a comfortable and safe indoor environment that allows flexibility and access to a variety of quiet, active, group and individual activities. We will ensure that only the number of children that can comfortably fit into the building space will be enrolled.

Considerations

- National Standards Section 1.1 (Space requirements)
- National Standards Section 2.10 (Health of staff and children)

Procedure

The centres indoor environment will be smoke free.

No smoking notices will be prominently displayed.

The centre will only enrol the number of children in the centre, which can comfortably fit into the building space and in accordance with the National Standards.

Where children are indoors for long periods together 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:

- Parents to sign their children in/out of the centre
- Staff to collect fees, answer phones, and maintain daily records
- Staff 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.

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 that 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.

Access for families with disabilities will be maintained when possible ensuring all necessary requirements are considered in the building environment.

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.

2.8 Outdoor Environment

Policy Statement

We aim to provide a safe and secure outdoor environment where children have access to a variety of activities, in which children are encouraged to participate.

Considerations

- National Standards Section 1.1 (Space requirements)
- National Standards Section 2.10 (Health of staff and children)

Procedure

The outdoor environment will be smoke free.

The outdoor area shall be easily accessible to the staff and children.

The outdoor space will be inspected daily for any obstacles or dangerous items.

These items shall 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 the areas that are clearly visible to the staff, and where proper child/staff ratios are maintained.

Clear boundaries shall be set and enforced.

When it is necessary to go outside the boundaries or line of supervision, a staff member 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/child ratios can be maintained both indoors and outdoors.

Access for children and people with a disability will be maintained when possible ensuring all necessary requirements are considered in the building environment.



Staff Policies

Contents

- 3.1** Staff Selection
- 3.2** Conditions of Employment
- 3.3** Staff Orientation
- 3.4** Staff Professionalism
- 3.5** In-service Training and Development
- 3.6** Staff Review and Appraisal
- 3.7** Grievance Procedures
- 3.8** Disciplinary Action
- 3.9** Relief Staff
- 3.10** Volunteers/Students/Visitors
- 3.11** Staff:Child Ratios
- 3.12** Communication

3.1 Staff Selection

Policy Statement

We believe 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.

Considerations

- National Standards Section 3.2 (Staff qualifications and training)
- National Standards Section 3.4 (Fit and proper persons)
- National Standards Section 2.5.2 (First Aid facilities and qualifications)
- Equal Opportunities Act
- Anti Discrimination Laws
- Prohibited Employment Legislation (Working with children check)
- Children's Services Award 2010
- Clerical & Administrative Employees (State) Award

Procedure

Qualifications

CO-ORDINATOR

As outlined in requirements of National Standards.

Desirable, minimum 2 years experience in a relevant field and demonstrated ability to work with children and staff.

Holds a current first aid certificate or willing to undergo training to obtain this.

A person of good character, who can be entrusted with providing adequate care for the welfare of the children.

Has an interest and desire to work with children.

Has an ability to communicate with adults, children and management.

An ability to supervise and support staff.

The Co-ordinator will be a minimum of 21 years of age.

ASSISTANTS

Relevant training as above and/or relevant experience to successfully fulfil the position.

Holds a current first aid certificate or is willing to undergo training to obtain this.

A person of good character, who can be entrusted with providing adequate care for the welfare of the children.

Has an interest and desire to work with children.

Has an ability to communicate with adults and children.

The assistant shall be a minimum of 18 years.

Recruitment

SELECTION PANEL

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

The panel will consist of three; two members of Management and the administrator.

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 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 applicant.
- Ensure that approval for selected staff person has been approved under WWCC
- 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 letter of employment and contract.

ADVERTISEMENTS

Advertisements shall be placed at least in the local and regional papers. *The Sydney Morning Herald* will also be considered.

Advertisements are to include:

- Job title and description
- 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
- A signed consent to screening
- Closing date and postal address for applications
- Contact name and number where the applicant can obtain more information.

INTERVIEW FOR CO-ORDINATOR

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.

The panel shall draw up a list of essential requirements for each answer.

No longer than 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 (approximately 30 minutes) will be allocated to each interview, with a short break between, for discussion.

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 before the interview.

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

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

The committee are to 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 committee have difficulty in deciding between two applicants, a second interview for these applicants will be conducted, with new questions.

The committee will then make a decision on the applicant 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 committee will either make a second choice from the other applicants or if none are seen as suitable re-advertise the position.

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 and negotiate a starting date. Preferably offers of employment will not be made until the 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.

A letter of confirmation will be sent to successful applicant requesting acceptance in writing.

After the appointment has been made and accepted the other applicants will be notified that the position has been filled.

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.

3.2 Conditions of Employment

Policy Statement

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 Health, Safety and Welfare Act.

Considerations

- Children's Services Award 2010
- Clerical & Administrative Employees (State) Award
- Fair Work Act 2009

Procedure

All relevant conditions set down by the relevant awards will apply to all employees.

This includes sick leave, annual leave, rostered days off, overtime, jury duty, study leave, carers leave etc.

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

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

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.

Staff will be paid fortnightly and will be required to complete a timesheet stating hours worked.

Staff are to refrain from using personal mobile phones during shifts with the exception of emergency situations.

Staff will be provided with a Nanyima polo shirt and name badge which they must wear whilst working.

Annual leave will be taken as negotiated with Management.

Annual Leave when necessary will be rostered to ensure the required staffing levels are maintained at all times.

Applications for leave must have 4 weeks prior notice and be approved by the management committee.

The Management, based on each individual's request will determine applications for leave without pay.

Requests for Flexible Working Arrangements

This policy makes provision for a number of options which are available for employees who wish to make flexible working arrangements to assist in accommodating an appropriate balance between work and personal life outside work. In particular, this policy is intended to assist the organisation to implement the requirements of the National Employment Standard regarding requests for flexible working arrangements for employees with young or disabled children. Options available include:

- Job share
- Reduced hours
- Flexible hours
- Working from home
- Special leave
- Leave without pay

Where an employee requests any of the above flexible arrangements, the Management Committee will seriously consider the request, and subject to operational requirements, will not unreasonably withhold agreement. It is recognised that agreeing to such requests may require some reasonable accommodation and changes to usual arrangements to be made by the employer.

It is also recognised that consideration of a request may lead to some negotiation and modification of the employee's original proposal.

In general, requests for flexible arrangements may only be refused on reasonable business grounds where it can be demonstrated that the proposal will lead to significant adverse consequences for the organisation such as:

- the burden of additional costs
- detrimental effect on the ability to meet customer demand
- inability to re-organise work among existing staff
- detrimental impact on quality
- detrimental impact on performance
- insufficiency of work during the periods the employee proposes to work, and
- planned structural changes.

An employee making a request for flexible arrangements may be required to provide a written proposal which:

- Explains the effect they think it will have on the work of their area, and
- Proposes how this may be accommodated by the work area.

The Management Committee will respond to such a written request within 21 days, in accordance with the National Employment Standard.

3.3 Staff Orientation

Policy Statement

Staff orientation is an important process in 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.

Considerations

- Network of Community Activities “Staff Matters”

Procedure

The Co-ordinator 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
- Opportunity to ask any questions regarding the centre or expectations.

The new staff member will be provided with the following information:

- Centre operation and hours
- The service philosophy and policies
- Parent information book
- Centre’s code of conduct
- Job description
- Emergency procedure duties
- List of current staff and management and their positions
- Terms and conditions of employment
- Superannuation information and forms
- Taxation forms
- Appropriate lines of communication with staff and management.

After the period of one week the staff will sit down with the Co-ordinator to address any further issues they may have once they have been in the centre.

3.4 Staff Professionalism

Policy Statement

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.

Considerations

- Nanyima Staff Code of Conduct
- Duty of Care
- National Standards

Procedure

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 Co-ordinator will immediately address any breach in the professional expectations outlined. If the concern involves the Co-ordinator, two representatives from the Management, 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 Co-ordinator or committee liaison officer.

Staff will be expected to know, understand and perform their duties as per 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.

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 follow all confidentiality issues.

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 follow the child protection policies.

The quality of the centre and positive working environment are dependant on good staff and parent relationships. Staff will follow proper communication procedures as outlined in the policy booklet.

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.

3.5 In-service Training and Development

Policy Statement

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

Considerations

- National Standards Section 3.2 (Staff qualifications/training)

Procedure

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

The Co-ordinator 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 Co-ordinator 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 organizations.

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

The centre will cover the costs of all authorised training.

The individual however will cover tertiary study costs.

3.6 Staff Review and Appraisal

Policy Statement

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.

Considerations

- National Standards Section 3.4 (Fit and proper persons)

Procedure

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

Appraisals will 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. This will include 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 will be given through the Co-ordinator
- 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.

3.7 Grievance Procedures

Policy Statement

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 practised at all times.

Considerations

- Relevant industrial agreements
- Privacy conventions

Procedure

GENERAL GRIEVANCE PROCEDURE

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

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.

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 Co-ordinator, or the Management Committee should now be briefed about the grievance and its current status.

GRIEVANCE BETWEEN COMMITTEE MEMBERS

The whole committee should be briefed.

The grievance(s) will firstly be investigated by the Co-ordinator 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, be 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 suitable avenues.

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

3.8 Disciplinary Action

Policy Statement

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.

Considerations

- National Standards Section 3.4 (Fit and proper persons)
- Relevant industrial agreements.

Procedure

It is important that staff are fully aware of expectations 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 clearly identified standards then the Co-ordinator or Management will:

STEP 1: VERBAL WARNING

1. Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. 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. If this resolves the issue then there is no need to go any further.

STEP 2: WRITTEN NOTICE

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. The staff member will be granted another probationary period.
8. The staff member will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue then there is no need to go any further.

STEP 3: FINAL WRITTEN WARNING.

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.

If this resolves the issue then there is no need to go any further.

STEP 4: TERMINATION OF EMPLOYMENT

1. If the problem still continues after the 3 warnings, 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.

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.

The Co-ordinator 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 Co-ordinator, 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.

3.9 Relief Staff

Policy Statement

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.

Considerations

- Relevant industrial agreements
- National Standards Section 3.4 (Fit and proper persons)
- Prohibited Employment Legislation

Procedure

The centre will employ relief staff on a casual basis to fill short-term vacancies or staff absences.

The Co-ordinator will keep a register of relief 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.

Unless in an emergency, all relief staff will need to have been through an interview with the Co-ordinator, have referees and references checked, and are deemed a fit and proper person to care for the children.

When no one from the centres list is available to fill the position, the Co-ordinator may contact another Out of School Hours centre to employ someone they recommend from their relief list or approach a professional agency supplying temporary staff.

When it is 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 relief staff.

Relief staff will be asked to fill out a casual work agreement before commencement of duties.

The Co-ordinator 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 Co-ordinator will ensure that they are fully aware of their duties and the centres expectations.

Relief staff must adhere to all areas of confidentiality.

Any one who will be collecting children from school will be given clear instructions as to the meeting place, list of children to be collected, special centre identification badge (so the children know they may go with that person) and a copy of the procedure for missing or absent children.

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

3.10 Volunteers/Students/ Visitors

Policy Statement

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.

Considerations

- National Standards Section 3.4 (Fit and proper persons)
- Prohibited Employment Legislation

Procedure

VOLUNTEERS

All volunteers will be informally interviewed by the Co-ordinator and provide two suitable referees and where possible references. All volunteers will be required to complete a Working With Children Check.

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

The Co-ordinator 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 Co-ordinator 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 not be used to do tasks that the employed staff normally do.

Volunteers will be supernumerary when calculating basic staff:child ratios, except on excursions.

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

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 student's suitability and work with the Co-ordinator 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 organization must initiate the placement, identify the student's suitability and work with the Co-ordinator in relation to times and expectations. The training organization 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 Co-ordinator and placement be only accepted on the discretion of the Co-ordinator based on issues such as staff ability to supervise and be available to help the students.

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.

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 other visitors must make an appointment to see the Co-ordinator at a convenient time.

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

Professionals include, union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.

Any unwelcome visitor will be calmly asked to leave the centre. If they refuse the Co-ordinator or staff member directed by the Co-ordinator 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.

3.10 Staff:Child Ratios

Policy Statement

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.

Considerations

- National Standards Section 3.1 (Staff:child ratios).
- National Standards Section 3.3 (Minimum staff numbers).
- Voluntary Code of Practice Section 3, Staff:child ratios.

Procedure

STAFF:CHILD RATIOS

The staff:child ratios as outlined in the Standards 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.

The staff:child ratios as outlined in the Voluntary Code of Practice will be adhered to at all times.

A staff child ratio of 1 to 10 for programs which integrate children with disabilities.

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 relief 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.

3.11 Communication

Policy Statement

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.

Considerations

- Nanyima Code of Conduct.
- Network of Community Activities “Staff Matters”.
- National Standards.

Procedure

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 Co-ordinator is the main line of communication between the staff and the Management

Staff can raise any issues with the Management through the Co-ordinator. The Co-ordinator 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 Co-ordinator 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 Co-ordinator they may personally write to the Management identifying the problem and asking for the help of Management.

A copy of this letter must be given to the Co-ordinator.

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.

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 judgemental 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 farewelled 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
- Notice boards
- Parent handbooks
- Newsletters
- 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.

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.

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 Co-ordinator 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 are to read the daily communication book prior to the commencement of each roster.

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.



Health and Safety

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4.1 Hygiene

Policy Statement

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff and parents. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

Considerations

- National Standards Section 1.3 (Toilets and hand basins)
- National Standards Section 2.3 (Infectious diseases)
- National Standards Section 2.10 (Health of staff and children)

Procedure

All toilet facilities will have access to a basin or sink with running cold water.

All toilet facilities will have 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.

Toilets, hand basins and kitchen facilities will be cleaned and disinfected daily.

Hand washing will be practised by staff and children 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.

Staff should maintain and model appropriate behaviour and encourage the children to adopt hygiene practices.

All staff 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. Staff must wash hands with soap and water after removing the gloves.

Staff 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.

All surfaces will be cleaned after each activity and at the end of the day.

All contaminated surfaces will be disinfected.

All toys should be washed, cleaned and disinfected on a regular basis.

All material items such as towels, dress ups and cushion covers will be laundered regularly.

Children should not share hats.

Each child will be provided with their own drinking and eating facilities.

Children will be reminded not to share drinks, utensils or use items that have been dropped on the floor.

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

All rubbish or left over food is to be disposed of immediately.

4.2 Food and Nutrition

Policy Statement

We aim to provide nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children.

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

Considerations

- National Standards Section 2.7 (Food)
- National Standards Section 2.8 (Drinking water)
- National Standards Section 2.9.3 (Building cleanliness, maintenance and repair)
- Public Health Act

Procedure

Food and drink will be provided for breakfast and afternoon tea, with small nutritious snacks available as necessary.

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

All food provided at the centre will be nutritious and varied.

Where possible local fresh produce will be used.

The majority of food will be from the five food groups (grains, cereals, fruit and vegetables) with sweets and treats available only occasionally.

All food will be prepared and stored in a hygienic manner.

- Staff and children who are sick do not prepare food
- Perishable food is kept cold while transporting
- Perishable food left at room temperature for longer than 2 hours is thrown out
- Meat, fish and poultry are thawed in the refrigerator or microwave
- Thawed food is not refrozen
- Food is reheated once only
- Food is reheated quickly to at least 75°C
- Hot food is maintained at 60°C
- Appliances such as refrigerators, ovens and microwaves are cleaned regularly
- Floors are swept or vacumed daily and washed at least once a week

Where children are involved in food preparation, this should always be supervised and hygienic conditions maintained.

Food will be stored in tightly sealed containers, away from any chemicals.

Food requiring refrigeration will be stored in the refrigerator.

Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children.

Children should be seated while eating or drinking.

Children and parents are encouraged to contribute to the menu ideas.

Parents will be encouraged to share family and multicultural values, ideas and recipes.

All family and multicultural practices will be acknowledged and addressed in the provision of food.

All children's individual needs such as allergies etc will be addressed in the menus. Staff will keep a list of all children's allergies or food restrictions.

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.

Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed.

4.3 Hazardous Materials

Policy Statement

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

Considerations

- National Standards Section 2.9.5 (Building cleanliness, maintenance and repairs)
- Occupational Health and Safety Act 2000

Procedure

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.

Aerosol cans such as spray paints etc used for specific activities will only be used outside in a well ventilated area.

All 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 relief staff will also be made aware of the products and where they 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 do not to 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 food products might contaminate foodstuffs.

4.4 Transportation

Centre and staff vehicles

Policy Statement

We believe that children 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.

Considerations

- National Standards Section 2.13 (Transport)
- Road and Transport Regulations

Procedure

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

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.

4.5 Animals

Policy Statement

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 safe and present no danger to the children in any way. Staff will ensure that everyone in the centre will treat with respect and in a humane way all animals, at all times. Strict supervision will be maintained.

Considerations

- National Standards Section 2.11 (Animals)
- Animal Rights

Procedure

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

The Co-ordinator 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 or bird 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, bird or livestock will be allowed in the program area which 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.

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

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 maintained.

Supervision is to be maintained at all times.

4.6 Sun Protection

Policy Statement

We aim to ensure that all children attending the centre will be protected from harmful rays of the sun. All staff are to model appropriate sun protection behaviour and enforce the sun protection policy.

Considerations

- Cancer Council recommendations regarding protection from the sun.

Procedure

Children and staff should wear protective clothing when outside such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks.

Staff will direct children to wear hats for outdoor play.

Children who do not have a hat must play in a shaded area. Staff are to enforce the 'no hat no outside play' rule. However from April to September sun protection is not required.

Children will not share hats. Children's hats should not be stored in the same container. Where the centre's spare hats are used they are to be used only by one child. All spare hats must be washed before use by anyone else.

An SPF 30+, broad spectrum, water resistant sunscreen will be made available in the centre and applied to staff and children when exposed to the sun.

Parents will be informed of the sun protection policy on enrolling their child in the centre.

Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, and the child encouraged to play in the sheltered areas.

Outdoor activities will be held in shaded areas whenever possible.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic.

4.7 Emergency Procedures

Policy Statement

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.

Considerations

- National Standards Section 2.12 (Emergency procedures/fire drills)
- Occupational Health and Safety
- Australian Standards
- Network's 'Fire Safety Guidelines'

Procedure

EMERGENCY EVACUATION

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the centre.

All staff, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the centre. Staff will make arrangements as to duties undertaken in the absence of other staff.

Children and staff will practice the emergency procedure at least once per term.

No child or staff member is to go to their lockers or bags to collect personal items during an emergency evacuation.

Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Staff will be instructed in their operation.

Staff 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 centre will install and maintain a fire blanket and smoke detectors.

Staff should be aware of bush fire danger and have appropriate training on the necessary procedures.

The NSW Fire Brigade Child Safety Unit should be contacted for advice and training on fire safety.

A copy of the Network's 'Fire Safety Guidelines' should be readily available and recommended procedures followed.

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.

Staff members 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, staff and be aware of any visitors.

When the emergency service arrives the Co-ordinator 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.

HARASSMENT AND THREATS OF VIOLENCE

If a person/s known or unknown to the service harasses or makes threats to children or staff at the centre, or on an excursion, staff 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 Co-ordinator is unable to make the call another staff member should be directed to do so
- where possible staff will calmly move the children away from the person
- 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 and wait for the police
- staff 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.

LOCKDOWN PROCEDURE

In the event that it is necessary to lock the centre down staff will:

- Gather all the children into the school hall
- Children attending Clubs will remain in the relevant classroom
- Lock all windows
- Lock all doors
- Keep clear of doorways and windows
- Move children so they are seated in a low position on the floor and out of sight
- Remain in the hall/classroom until the all clear is given by the Co-ordinator
- Under no circumstances are children to venture out of the hall until the all clear is given

4.8 First Aid Facilities and Qualifications

Policy Statement

We believe that first aid equipment and facilities should be available to all staff, children and visitors in the centre and while on excursions. All staff will be encouraged to undertake first aid training as part of their conditions of employment to ensure full and proper care of all is maintained.

Considerations

- National Standards Section 2.5 (First aid facilities and qualifications)

Procedure

A minimum of one staff member present at all times will be currently qualified in first aid.

A current first aid certificate or willingness to undergo training will be advertised for all new positions.

Staff will undergo first aid training as part of their condition of employment. Staff will renew their certificates as required.

The centre will budget for the cost of the first aid course or renewal for each staff member as part of the training budget.

A fully stocked and updated first aid kit will be kept in the designated area. Staff are to ensure that this is easily accessible to all staff and kept inaccessible to the children.

A separate travelling first aid kit will be also maintained and taken on all excursions.

The first aid kit will contain the minimum equipment suggested by the Red Cross or St Johns Ambulance.

A first aid manual will also 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.

One staff member each term 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.

Staff and relief workers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it in the orientation process.

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.

4.9 Accidents

Policy Statement

We will ensure the safety and well being of staff, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents or emergency contacts will be informed immediately where the accident is serious.

Considerations

- National Standards Section 2.4 (Illness and accidents)
- Occupational Health and Safety Act
- Duty of Care

Procedure

“The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an injury. The careful exercise of this discretion is considered part of the staff’s duty of care.”(Guide to the Law for Children’s Services, NSW Community Child Care Co-op.)

Parents are required to provide written consent for staff 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, and their Medicare number.

Staff will be required to supply two contact numbers in case of an emergency or accident.

If a child, staff member or visitor has an accident while at the centre they will be attended to immediately by a staff member who holds a first aid certificate.

In the case of medication being required in an emergency without prior consent of the parents/guardians, staff are to secure that consent from a registered medical practitioner.

Anyone injured will be kept under adult supervision until they recover or an authorised person takes charge of them.

In the case of a minor accident the first aid attendant will:

- assess the injury
- attend to the injured person and apply first aid as required
- ensure that disposable gloves are used with any contact with blood or bodily fluids
- ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner

- ensure that anyone who has come in contact with any blood or fluids wash in warm soapy water
- record the incident and treatment given in the accident book, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible
- obtain parent signature confirming knowledge of the accident
- notify the parents either by phone after the incident if seen fit or on their arrival to collect the child
- parents should sign on a separate form that they have been informed of the accident.

In the case of a major accident requiring more than first aid, the first aid attendant will:

- assess the injury, and decide whether the child needs to be attended to by local doctor or whether an ambulance should be called and tell the Co-ordinator of their decision
- if the child's injury is serious the first priority is to get immediate medical attention. Although parents should be contacted straight away. If not possible, there should be no delay in organising proper medical treatment. Keep trying to contact the parents in the meantime
- attend to the injured person and apply first aid required
- ensure that disposable gloves are used with any contact with blood or bodily fluids
- stay with the child until suitable help arrives, or further treatment taken
- try to make the child comfortable and reassure them
- if an ambulance is called and the child is taken to hospital a staff member will accompany the child and take the child's medical records
- record the incident and treatment given in the accident book, indicating name, date, time, nature of injury, how occurred, treatment given and by whom, to be signed by staff and witnessed if possible
- obtain parent signature confirming knowledge of the accident.

The Co-ordinator will or other responsible staff member will:

- notify the parents or emergency contact person immediately regarding what happened and action is being taken. Every effort will be made not to panic the parents
- ensure that all blood or bodily fluids are cleaned up in a safe manner
- ensure that anyone who has come in contact with any blood or fluids washes in warm soapy water
- try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

Staff will adhere to the Hygiene policy in all accident situations.

Accidents which result in serious injury to a child, must be reported to:

- Parents/Guardian
- An ambulance service
- The police
- The Department of Community Services
- The Management Committee

Clear emergency procedure should be maintained for the other children at the centre.

4.10 Death of a Child

Policy Statement

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.

Considerations

- NSW Department of Community Services Guidelines

Procedure

The death of a child must be reported to:

- An ambulance service
- The police
- The Department of Community Services
- The management Committee

Clear emergency procedure should be maintained for the other children at the centre.

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.

It is not the role of the centre to inform the parent/guardian that their child has died.

Counselling will be made available for all children and staff.

4.11 Illness and Infectious Diseases

Policy Statement

We aim to provide a safe and hygienic environment that will promote the health of the children. As 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, parents will be asked not to bring sick children to the centre and to collect children who are unwell.

All care and consideration will be given to the child who becomes ill while at the centre. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health.

Considerations

- National Standards Section 2.3 (Infectious diseases)
- National Standards Section 2.4 (Illness and accidents)
- Department of Health guidelines.
- Department of Education guidelines.

Procedure

A child or adult will be considered sick if he/she:

- has a fever over 38°
- is crying constantly from discomfort
- vomits or has diarrhoea
- is in need of constant one to one care
- has an infectious disease.

If a child is unwell at home parents will be asked not to bring the child to the centre.

If a staff member is unwell they should not report for work. Staff should contact the centre as soon as possible to inform them that they are unable to attend work.

If a child becomes ill or develops symptoms at the centre the parents will be contacted to take the child home.

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 Co-ordinator will organise a suitable replacement as soon as possible.

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 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.

Infectious Diseases

Children and staff will be excluded from the centre if they are ill with any contagious illness. This includes diarrhoea and conjunctivitis.

The period of exclusion will be based on the recommendations outlined by the Department of Health.

The decision to exclude or re-admit a child or staff member will be the responsibility of the Co-ordinator 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 Co-ordinator or staff members have the right to refuse access if concerned about the child's health.

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 centre.

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 will be kept attached to the illness and infectious disease policy for reference by staff, management and made available to parents on request.

The Co-ordinator will follow the recommendations as outlined in the Health Department document.

Parents will be informed about the occurrence of an infectious disease in the centre ensuring that the individual rights of staff or children are not infringed upon.

All staff will ensure proper hygiene practices are carried out as outlined in the Hygiene policy.

Under the provisions of the Public Health Act 1991 and Regulation, doctors, hospital chief executives (or general managers), pathology laboratories, directors of childcare centres and school principals are required to notify the following diseases:

Diphtheria	Measles
Mumps	Pertussis (Whooping Cough)
Poliomyelitis	Rubella (German Measles)
Tetanus	

Notification requested by phone, if possible.

Notification Mechanisms

Infectious diseases:

Infectious diseases should be directed to the local Public Health Unit, and should be notified within 24 hours of diagnosis.

All infectious diseases notification forms are available from Public Health Units.

4.12 Immunisation

Policy Statement

We respect the right of individual parents whether to immunise or not to immunise their children. However children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease.

Considerations

- Department of Health Recommendations
- DFACS Policy as outlined in OSHC Handbook

Procedure

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 common childhood diseases.

4.13 Allergies

Policy Statement

We aim to provide safe and effective care of children by ensuring that staff are fully aware of reactions to, and management of, any child's allergies.

Considerations

- Department of Health Recommendations
- Anaphylaxis Australia Guidelines

Procedure

Parents will be asked to inform the centre of any allergies the child may have at the time of enrolment.

This information will be recorded on the child's enrolment form.

If a food allergy exists, parents will be asked to supply any particular diet if required.

All food allergies will be placed on a notice near the kitchen area to remind staff. A list of what they cannot eat along with alternatives will be recorded.

All staff are to make themselves aware of this list.

All relief staff will be informed of the list on initial employment.

4.14 Asthma

Policy Statement

We aim to provide safe and effective care of children by ensuring that staff are made aware of those children who suffer from Asthma and are familiar with the relevant Asthma Management Plan.

Considerations

- 'Asthma Friendly Guidelines for OSHC' Asthma Foundation

Procedure

Parents will be asked to inform the centre if their child suffers from Asthma at the time of enrolment.

In the event the child suffers from Asthma parents will be forwarded a 'Child Asthma Record' form for completion. This form will contain the recommended First Aid Management Plan and a photo of the child.

A copy of the form will be kept with the child's records, the original will be stored in the "Allergies, Asthma, Restricted Access" folder.

All staff will be required to familiarize themselves with the information kept in this folder.

The centre will keep and maintain an emergency Asthma First Aid Kit which will include a spare puffer and spacer.

In the event a child suffers an Asthma attack the staff will follow the relevant Asthma First Aid Plan. If the child does not have a plan the 4 step Standard Asthma First Aid Plan will be implemented and parents contacted immediately.

During an excursion the Co-ordinator will carry a mobile phone, first aid kit, and the Asthma first aid kit at all times.

The centre will meet the cost of Asthma management training for staff.

4.15 Medication

Policy Statement

We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children.

To ensure the interests of staff, children and parents are not compromised medication 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.

Specific consideration will also be given to children who are carrying medication in their school bags.

Considerations

- National Standards Section 2.6 (Medication)
- 'Guidelines for Administering Medication' Network of Community Activities.

Procedure

Parents who wish medication to be administered to their child at the centre will complete the medication form providing the following information:

- Name of medication
- Date, exact time and dosage to be administered. (General time, eg lunchtime will not be accepted.)
- Signature.

Medication must be given directly to an authorised staff member and not left in the child's bag.

Parents and staff are to ensure the details on the form are clear and clarify any questions.

Staff will store the medication in the designated secure place, clearly labelled.

Staff will ensure that medication is kept out of reach of the children at all times.

Medication will only be administered from its original packaging and by authorised staff member.

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 centre unless authorised by a doctor.

Medication will be administered with the parent's written permission only, or with the approval of a medical practitioner in the case of an emergency.

Authorisation from anyone other than the parents cannot be accepted.

If anyone other than the parent is bringing the child to the centre, a written permission note from the parent, including the above information, must accompany the medication.

Before medication is given to a child the authorised staff member (usually the staff member with First Aid Certificate) who is administering the medication will verify the correct dosage with another staff member.

A second staff member is to witness the administration of the medication.

After the medication is given the authorised staff member will record the details on the medication form. Name of medication, date, time, dosage, name of person who administered and name 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 centre will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.

If children are receiving medication at home or school but not at the centre parents should inform the centre of the nature of the medication and its purpose and of any side effects it may have for the child so that staff can properly care for the child.

Where children have medication in their school bags, children will be asked to place the medication in a secure place in the centre. Parents are to ensure that the medication is taken home each afternoon.

4.16 HIV/AIDS/Hep B and Hep C

Policy Statement

We respect the right for all children to be loved and cared for and aim to provide a safe and secure environment for all children in the centre. We will not discriminate against any child or families right to achieve that care as outlined in the law.

We believe that HIV/AIDS and Hepatitis B and C are best dealt with by preventative measures and will ensure that clear guidelines are given to eliminate the risk of spreading the diseases and ensure the safety of all staff and children.

Proper confidentiality will also apply.

Considerations

- National Standards Section 5.3 (Maintenance of records)
- Federal Disability Discrimination Act
- Equal Opportunity Act
- Occupational Health and Safety Act

Procedure

Under the Federal Disability Act and the Equal Opportunity Act, no discrimination will take place based on a child's/parent's/staff member'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 a staff member the right to equal opportunity of employment.

A child with AIDS shall be treated as any other child, as HIV is not transmitted through casual contact.

Where staff are informed of a child, parent or other staff member 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 the relevant legislation.

Staff 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. (See Hygiene policy for details.)

No one will ever be denied the right to first aid.

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.

Any exposure should be reported to the Co-ordinator and Management to ensure proper follow up procedures occur.

Note: Hot water may coagulate the blood and protect the 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.

Staff and parents will be encouraged to participate in AIDS and Hepatitis education.

Education can take the form of staff training, educational seminars, brochures, etc.

4.17 Child Protection

Policy Statement

We believe that the welfare of all children is of paramount importance and that the centre has an obligation to defend the child's right to care and protection.

Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Human Services and the Commission for Children and Young People.

Considerations

- Children and Young Persons' (Care and Protection) Act 1998
- NSW Human Services Mandatory Reporting Guidelines
- Working With Children Check
- Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009

Procedure

A mandatory reporter is someone who is required by law to make a report to NSW Human Services if they have current concerns about the safety, welfare or well being of a child. A child is a person under 16 years.

In OOSH services mandatory reporters are:

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

Staff will undergo training in relation to child protection and notification as part of the training budget.

Staff will use the Mandatory Reporters Guide (MRG) to assist in determining action to be taken.

Any staff member who forms a belief on reasonable grounds that a child is at "risk of significant harm" should notify the NSW Human Services Helpline:

- 13 DOCS (13 3627) Mandatory reporters only
- 132 111 for members of the general public to report child abuse and neglect.

Where Mandatory Reporters' have concerns for a child or young person that do not meet the significant harm threshold they (or their agency) should offer and coordinate assistance to the child or young person, or make a referral to other service.

DoCS Helpline will take requests from across NSW 24 hours a day, for the cost of a local call. All calls will be answered by specialised child protection staff.

Staff should remember that it is not their responsibility to prove the abuse, just to have reasonable suspicion that abuse or neglect has occurred.

Staff may wish to discuss correct procedures to be followed with the Co-ordinator.

Reports should be treated with strict confidentiality.

Staff will leave the situation in the hands of the designated Departmental officers once a report has been made. They should not discuss the issue with the parents, or try to undertake any investigation into the situation.

The staff will not question the child or parents prior to any discussions with the Departmental Helpline Officers.

Should the situation arise where the child is considered in immediate danger and the child is taken into Departmental care, staff are to follow the advice of the Departmental Officers.

In all situations staff will follow the advice of the Departmental Officers and ensure that confidentiality is observed at all times.

Staff should be aware that they are protected as a notifier under the Children and Young Persons (Care and Protection) Act 1998

DoCS has published information on mandatory reporting. The following resources for staff and mandatory reporters should be available at the centre for referral at all times:

- Mandatory Reporters Booklet
- Reporting Checklist
- DoCS Helpline fact sheet — mandatory reporters

For copies contact: DoCS Media and Publications Unit: FAX: 02 9716 2677

WHERE A COMPLAINT IS MADE ABOUT A STAFF MEMBER, OR SOMEONE IN THE CENTRE

The same procedures as outlined above should be followed.

The person making the report should follow the advice of the Departmental Officers.

Management committee will also follow this advice.

The matter will be treated with strict confidentiality.

Where the allegation is made to a staff member or a member of management, the facts as stated will be recorded in writing including dates, times, name of person involved, name of person making the allegation and the person making the report. This report should be kept on record and treated as strictly confidential

If the Co-ordinator or person in charge is suspected then the Chairperson of the Management Committee should be informed.

The Co-ordinator and Management are to follow the advice of the Departmental officers.

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 followed up or resolved.

4.18 Child Management

Policy Statement

We aim to provide an environment where all parents, staff and children feel safe, cared for and relaxed and which encourages co-operation 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.

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 co-operative OOSH environment (Network)

Procedure

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.

Rules will be displayed.

Children will have the consequences to breaking the rules explained.

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 changes in inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment the staff and children will have the following responsibilities.

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 fulfil their responsibilities.

Settle their differences in a peaceful manner, try to use communication 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.

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 is 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.

CONSISTENT UNACCEPTABLE BEHAVIOUR

(Unacceptable behaviour may be inclusive of breaching centre rules, swearing, disobeying instructions, harmful 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.

EXCLUSION FOR UNACCEPTABLE BEHAVIOUR

Should unacceptable behaviour continue and the above strategies are not working the Co-ordinator 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 the seen as the only step to be taken this will be decided by the management. It will be considered only after:

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.



Programming

Contents

- 5.1** Daily Routines
- 5.2** Written Programs
- 5.3** Gender Equity
- 5.4** Cultural Relevance/Anti-Bias
- 5.5** Excursions
- 5.6** Videos and Films
- 5.7** Lost Property

5.1 Daily Routines

Policy Statement

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.

Considerations

- National Standards Section 4.2 (Written programs)

Procedure

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.

The routine will provide a mixture of structured and unstructured activities.

The routine will take into consideration all children's needs in relation to their 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 seasonal conditions.

The routine will be recorded and displayed where staff and parents and children can clearly see.

The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

All daily routines are subject to change without notice due to weather and external factors.

5.2 Written Programs

Policy Statement

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 and implementation and evaluation of the program.

Considerations

- National Standards Section 4.2 (Written programs)

Procedure

The Co-ordinator and staff members will be responsible for the development of a child centred program, which reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.

The written program will be prepared each day 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 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 activities for specific age groups 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.

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 and areas, 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 sex
- Foster children's independence and self help skills
- Foster friendships and encourage co-operative and responsible behaviour among children
- Provide children with opportunities for self-expression and self-direction
- Provide an environment, which 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.

5.3 Gender Equity

Policy Statement

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.

Considerations

- National Standards Section 4.4 (range of equipment)

Procedure

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, which is non-sexist 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 sex.

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 sexes.

5.4 Cultural Relevance/ Anti-Bias

Policy Statement

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.

Considerations

- Anti-Discrimination Act

Procedure

Staff shall accept and value every parent and child regardless of race, cultural background religion, gender or ability or sexual 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 sexual preference.

Staff will not be judgemental towards the parents and 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 issues.

Staff will encourage feedback and input from parents in relation to the program, policies or other issues in the centre, which are affected by the families' culture or race.

Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Staff 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, which may be offensive to the various cultures and avoid possible offensive behaviour.

Contact should be made with the SUPS 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 possible 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 environment free from racial prejudice and harassment.

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 differences in our society.

All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.

5.5 Excursions

Policy Statement

Parent's permission will be sought for all excursions. Children on excursions will be ensured proper supervision and care, for the full duration of the excursion.

All National Standards and staff/child ratios will be maintained.

Considerations

- National Standards Section 4.7 (Excursions)
- National Standards Section 3.1 (staff/child ratios)
- Voluntary Code of Practice Appendix A (Excursions)
- Transport policy
- Relevant transport legislation and regulations

Procedure

PLANNING

All excursions will be planned taking into consideration:

- The children's ages, capabilities and interests.
- Ways to maximise the children's developmental experiences and safety.
- Suitability of the venue and access including wheelchairs if required.
- Access to food, drink and other facilities.
- Weather conditions, which would make the venue unsuitable.
- The specific clothing and equipment needs of the children.
- Travel arrangements needed.

Staff are to visit or be familiar with the venue before undertaking the excursion to ensure that it is suitable, safe and accessible by all. Staff will phone venue ahead (if possible) when special requirements needed.

Authorisation and Notification.

No child will be taken outside the centre without the parent's written authorisation.

A minimum of 24 hours notice will be given to the parent or guardian regarding any excursions.

All excursions will be publicised to all parents with full details of destination, times of departure and return, staff and volunteers attending, and what the children should bring.

An excursion permission form will be filled out for each specific excursion indicating:

- Date.
- Time.
- Cost.
- Proposed destination.
- Method of transport.
- Activities involved.
- Contact number if possible.
- Number of staff and children.
- Child's name.
- Parent's name and signature.

TRANSPORTATION

Steps will be taken to ensure that all excursions comply with transport legislation and regulations.

The transport policy will apply in relation to travelling to and from any venue.

All staff, relief staff, volunteers and parents on the excursion will be made aware of the transport policy and procedures for supervising and assisting children while travelling in public or private transport or on walking excursions.

Particular attention will be made to assist children when boarding or alighting from public transport and when walking with children across roads or in crowded areas.

STAFF RATIOS AND SUPERVISION

The staff/child ratios as outlined in the standards will be met at all times.

2.2.2 There will be a maximum of 8 children to 1 carer for excursions.

2.2.3 There will be a maximum of 5 children to 1 carer for swimming.

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

Children will be at all times in the care of a responsible adult.

It is the responsibility of the Co-ordinator to maintain head counts and take the roll at appropriate times.

Bush walking excursions will only be undertaken in well-known areas. Children and staff must remain on defined paths and be instructed in bush safety including what to do in case of a fire or if separated from the group.

Swimming excursions will only be undertaken with children over the age of six and in a well-supervised municipal pool or water park.

A special permission form is required for children who wish to swim on the excursion.

Dams, rivers and beaches are to be avoided for swimming purposes because of the dangers that they present.

WHILE ON THE EXCURSION

No changes to the excursion itinerary will be made unless it is in the best interest of the children's safety and wellbeing.

All children will carry an identification badge indicating the centre's name, address and contact numbers. Under no circumstances should children have their names on badges.

Information and equipment to be taken on the excursion will include:

- A list of all children on the excursion, with relevant personal details and parent contact numbers, (A list of children on excursions will also be kept at the centre).
- A list of all relevant and emergency procedures and contact numbers, to be readily accessible to all staff at all times.
- A fully stocked portable first aid kit.
- Spare drinking water.

The centre's emergency, accident, illness and medication, sun protection policies will be implemented on excursions as required.

All children will be instructed regarding behaviour on the excursion and what to do if they are separated from the group.

5.6 Videos and Films

Policy Statement

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.

Considerations

- Film ratings from Australian Broadcasting Authority
- Voluntary Code of Practice Section 12 (Videos and Films)

Procedure

TV film and video will only be viewed that have a G or PG rating. G rated film may be viewed by all children, PG only by children in Years 4-6.

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.

Staff should preview the film or video where possible.

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.

5.7 Lost Property

Policy Statement

The Centre does not take responsibility for items which are lost, stolen or damaged.

Considerations

- Cammeray School Policy.

Procedure

Children are advised to refrain from bringing expensive items to the Centre.

To avoid items being lost parents are encouraged to label all belongings clearly.

Lost property will be held at the Centre. During the last week of every school term labelled items will be displayed. All other items will be donated to the Cammeray Public School uniform shop.



the
NANYIMA
centre

Palmer St, Cammeray, PO Box 166 Cammeray 2062
Tel/Fax 9955 9509 | **Email** info@nanyima.com.au | www.nanyima.com.au