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## **South Perth Out of School Centre Incorporated**

### **Centre Policy**

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#### **SPOSCI Philosophy**

SPOSCI recognizes and supports the community need for quality child care for primary school aged children. Our Aim is to work in partnership with families to foster the development of each child. We provides opportunities and experiences appropriate for primary school aged children to practice and develop their physical, cognitive, creative and social skills in an informal, supervised environment. We value the need for children of this age to exercise their independence so we promote decision making, cooperation and self help skills. Our service embraces and celebrates the diversity of the wider community which is reflected in our program. SPOSCI is a special place that children can call their own.

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## 1. Confidentiality/Privacy

Area	Policy considerations
Philosophy	Everyone has the right to have his or her personal information protected.
Legislation	Laws relating to protection of privacy and confidentiality, duty to maintain confidentiality arising from contract with parent, and when and to whom information <u>must</u> be disclosed. i) Outside School Hours Care Handbook July 2000 (Cth); ii) <i>Privacy Act 1988</i> (Cth); and iii) <i>Workplace Relations Act 1996</i> (Cth).
Child	Confidentiality regarding health, learning, behaviour and other issues.
Parent	i) Private information (eg income, family status) to be kept confidential. ii) Parent discussions regarding their child's care to be kept confidential. iii) Access to their personal records.
Staff	i) Staff records, personal details, appraisals etc, must be kept confidential. ii) Staff require guidelines as to what information they can disclose about children and families iii) Process to raise issues that impact on workplace
Management	To make decisions about confidential issues; and the ability to obtain relevant information in order to make those decisions.

### 1.1 Policy Statement

SPOSCI protects the privacy and confidentiality of individuals by ensuring that all information about individual children, families, staff and management are kept in a secure place. The information is to be accessed by, or disclosed to, only those people who need it in order to fulfil their responsibilities at the centre, and those who have a legal right to know.

### 1.2 How Policy Will Be Implemented (Specific Policies & Procedures)

1.2.1 Personal information will only be collected in so far as it relates to the service's functions, and in line with relevant legislation. (National Privacy Principle 1.1 - *Privacy Act 1988*.)

1.2.2 Collection of personal information will be lawful, fair, reasonable and unobtrusive. (National Privacy Principle 1.2 - *Privacy Act 1988*.)

1.2.3 Individuals who provide personal information will be advised of:

- a) the name and contact details of the service;
- b) the fact that they are able to gain access to their information;
- c) why the information is collected; the organisations to which the information may be disclosed; any law that requires the particular information to be collected; and
- d) the main consequences for not providing the required information. (National Privacy Principle 1.3 – *Privacy Act 1988*)

1.2.4 **The use or disclosure of personal information will only be for its original collected purpose, unless the individual consents or unless it is needed to prevent a health threat, or is required or authorised under law.** (National Privacy Principle 2.1 – *Privacy Act 1988*)

- 1.2.5 The service will take steps to ensure that the personal information collected, used or disclosed, is accurate, complete and up to date.** Families will be required to update their enrolment details annually, or whenever they experience a change in circumstances. Computer records will be updated as soon as new information is provided. (National Privacy Principle 3 – *Privacy Act 1988*)
- 1.2.6 Personal information will be kept in a secure and confidential way, and destroyed by shredding or incineration, when no longer needed.** (National Privacy Principle 4 – *Privacy Act 1988*)
- 1.2.7 Individuals will be provided with access to their personal information and may request that their information be up-dated or changed where it is not current or correct.** (National Privacy Principle 6 – *Privacy Act 1988*)
- 1.2.8 Individuals wishing to access their personal information must make written application to the Co-ordinator, who will arrange an appropriate time for this to occur. The Co-ordinator will protect the security of the information by checking the identity of the applicant, and ensuring a staff member is with them while they access the information to ensure the information is not changed or removed without the Co-ordinators knowledge.
- 1.2.9 The Co-ordinator will **deal with privacy complaints promptly and in a consistent manner**, following the centre’s Grievance Procedures. Where the aggrieved person is dissatisfied after going through the grievance process, they may appeal in writing to; The Director of Complaints, Office of the Federal Privacy Commission, GPO Box 5218, Sydney NSW 1042, or phone the Commissioner’s Hotline on 1300 363 992. (*Privacy Act 1988*)
- 1.2.10 Every employee and the Management Committee is provided with clear written guidelines detailing;
- a) what information is to be kept confidential and why;
  - b) what confidential information they may have access to in order to fulfil their responsibilities and how this information may be accessed;
  - c) who has a legal right to know what information; and
  - d) where and how the confidential information should be stored.
- 1.2.11 Every employee and the management committee are required to sign a Confidentiality Statement.
- 1.2.12 Every enrolling parent/guardian is provided with information about;
- a) what personal information is kept, and why;
  - b) any legal authority to collect personal information; and
  - c) third parties to whom the service discloses such information as a usual practice.
- 1.2.13 Confidential conversations that staff have with parents, or the Co-ordinator has with staff members will be conducted in a quiet area away from other children, parents and staff. Such conversations are to be documented.
- 1.2.14 **Personnel forms and employee information will be stored securely.** (*Workplace Relations Act 1996*)

- 1.2.15 Job applicants, students or volunteers will be informed that their personal information is being kept, for what reason, for how long and how it will be destroyed at the end of the time period.
- 1.2.16 At the interview applicants will be asked for their consent for their references to be checked. Unsuccessful applicants will be advised that their personal information will be shredded.
- 1.2.17 Information about staff members will only be accessed by the Co-ordinator, Staff Liaison Officer/Management Committee and individual staff member concerned.** (*Workplace Relations Act 1996.*)
- 1.2.18 All matters discussed at committee meetings will be treated as confidential.** (*Privacy Act 1988.*)
- 1.2.19 No member of staff may give information or evidence on matters relating to children and/or their families to anyone other than the responsible parent/guardian, unless prior written approval by the responsible parent/guardian is obtained.** Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the Centre and may be given to the Management Committee, when this is reasonably needed for the proper operation of the Centre and the wellbeing of users and staff. (*Community Services (Outside School Hours Care) Regulations 2002, 65; and Privacy Act 1988.*)
- 1.2.20 Reports, notes and observations about children must be accurate and free from biased comments and negative labelling of children.
- 1.2.21 Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone either within or outside the centre.
- 1.2.22 Students/people on work experience/volunteers will not make staff/children or families at the centre, an object for discussion outside of the centre, nor will they at any time use family names in recorded or tutorial information (covered in confidentiality agreement).
- 1.2.23 Students/people on work experience/volunteers will only use information gained from the Centre upon receiving written approval from the Centre to use and/or divulge such information, and will never use or divulge the names of persons.

## 2. Environmental Protection

Area	Policy considerations
Philosophy	Helping to make our world clean and healthy. Not knowingly destroying our world.
Legislation	Health Act 1901 (WA) and its Regulations, Environmental Protection Act 1986 (WA) and its Regulations, Litter Act 1979 (WA), Pollution of Waters by Oil and Noxious Substances Act 1987 (WA).
Child	A clean and healthy environment in which to grow and learn. Education about environmental protection.
Parent	Information about environmental protection and how they can promote this at home.
Staff	Information about environmental protection. Environmentally friendly products are used at the Centre.
Management	Important that centre is seen to be upholding society's concerns for environmental protection.

### 2.1 Policy Statement

SPOSCI considers it has a community responsibility to protect the environment both within the centre itself, ensuring the health of children, parents and staff, and also within the broader world environment to do its part to safeguard a clean and healthy world for us all.

### 2.2 How Policy Will Be Implemented (Specific Policies & Procedures):

2.1 Literature about environmental protection will be displayed at the centre and brochures made available to parents.

2.2 Themes in relation to environmental protection will be included in the children's activities and in the day to day operation of the centre.

2.3 Wherever possible environmentally friendly products will be used at the centre.

2.4 All rubbish will be disposed of in an environmentally friendly way, and packaging will be recycled whenever possible.

2.5 The centre will become involved in projects that promote environmental protection.

### 3. Equal Opportunity

Area	Policy considerations
Philosophy	Equal opportunity for all
Legislation	Federal and State Equal Opportunity Legislation. Priority of Access Guidelines. (Cth Handbook Chap 4).
Child	Equal access and rights regardless of gender history, race, religion, impairment, family status, age, sex, sexual orientation
Parent	Equal access and rights for children regardless of gender history, race, religion, impairment, marital status, political conviction, pregnancy, family responsibility, family status, age, sex, and sexual orientation. Priority of access if within Commonwealth Guidelines
Staff	Equal employment opportunities regardless of gender history, marital status, pregnancy, race, religion, political conviction, impairment, family responsibility or status, age, sex, sexual orientation, spent convictions. Protection from harassment due to sex, race or impairment or any other reason.
Management	To reflect the community in which the service is located. To obtain an equal balance between sound management practices and individual rights.

#### 3.1 Policy Statement:

The centre is committed to the principles of Equal Opportunity in relation to community access to the centre and the appointment of staff. **Individuals will be treated with respect regardless of their gender, history, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status, sex, sexual orientation or spent convictions.** The centre will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. **Access to the service is available to the community in accordance with the Commonwealth "Priority of Access Guidelines",** (*Equal Opportunity Act 1984 (WA)*, and Commonwealth Outside School Hours Care Handbook – section 4.3.)

#### 3.2 How Policy Will Be Implemented (Specific Policies & Procedures):

- 3.2.1 The Centre will have up to date information regarding Equal Opportunities Legislation. (Refer to the Equal Opportunity Act Reference Guide at [www.equalopportunity.wa.gov.au](http://www.equalopportunity.wa.gov.au) and information sheet inserted this section.)
- 3.2.2 Parents and staff will be given clear instructions about the Commonwealth "Priority of Access Guidelines". (Refer to Commonwealth Outside School Hours Care Handbook Chapter 4.3 and 'Priority of Access Guidelines' – this section.)
- 3.2.3 Equal Opportunity principles will be an integral part of the centre's daily programs. Children will be given positive experiences that encourage equal opportunity. Programs will actively include opportunities for the children to experience diversity of culture, gender roles etc.

- 3.2.4 Staff will treat individual children and their families with respect. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations. Where families of non-English speaking backgrounds enrol their children into the centre, the need for support from an Ethnic Child Care Resource Worker will be assessed, discussed with the family and implemented where agreed.
- 3.2.5 Children who have a disability will not be discriminated against** and will be afforded access to the centre where:
- a) a place exists
  - b) they meet the required priority of access
  - c) the centre's resources are able to adequately care for the child.
- (*Equal Opportunity Act 1984; Commonwealth Outside School Hours Care Handbook.*)
- 3.2.6 The service will obtain support from the Resource Unit for Children with Special Needs to support the inclusion of children with special needs.
- 3.2.7 All staff will be selected and employed according to equal opportunity guidelines.**  
(*Equal Opportunity Act 1984.*)
- 3.2.8 Where the service users are comprised of a particular ethnic group, the service will make every effort to include workers from that group at the centre.
- 3.2.9 Applicants with disabilities who apply for advertised positions will be assessed according to the selection criteria and will not be discriminated against because of their disability.** (*Equal Opportunity Act 1984.*)
- 3.2.10 During orientation the centre will provide relevant information to staff concerning procedures to be followed in the event of harassment or discrimination in the workplace.
- 3.2.11 Clear guidelines on Grievance Procedures will be developed in accordance with the State and Federal Equal Opportunity Legislation and made available to staff. (Refer to Staff Grievance Procedures in Staffing Policies section.)
- 3.2.12 Staff members with children who are eligible to attend outside school hours care will not be discriminated against in relation to their employment at the centre.**  
(*Equal Opportunity Act 1984.*)
- 3.2.13** The Centre will train the Co-ordinator to:
- a) identify discriminatory;
  - b) publicise Equal Opportunity policy and complaints procedures to all staff;
  - c) train staff on how to report complaints;
  - d) investigate and document complaints.
- 3.2.14 No child, parent, staff member or potential staff member will be excluded from the centre due to living with HIV/AIDS or other blood born diseases.**
- a) Information about a child, parent or staff member living with HIV/AIDS or other blood born diseases will be kept strictly confidential at all times.
  - b) Staff will follow universal hygiene procedures to eliminate any risk of HIV/AIDS transmission in the Centre.

### 3.3 Priority of Access Guidelines

SPOSCI will accept children under the Dept. of Family and Community Services Priority of Access Guidelines. The guidelines are:

#### First Priority:

A child at risk of serious abuse or neglect.

#### Second Priority:

A child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act.

#### Third Priority:

Any other child.

Within each category the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families
- Children in families, which include a disabled person
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents.

## 4. Occupational Safety and Health

Area	Policy considerations
Philosophy	Caring role - need for safe and healthy environment.
Legislation	Occupational Safety and Health Act 1984 (WA) & Regulations; Regulations made under the Health Act 1911 (WA); Workers Compensation & Rehabilitation Act 1981 (WA); Australian Standards; Community Services (Outside School Hours Care) Regulations 2002.
Child	Safe and healthy environment in which to play and learn.
Parent	Reassurance that health and safety standards are maintained at the centre and their children are safe.
Staff	safe and healthy workplace; clear guidelines about their responsibilities under Occupational Safety and Health Act.
Management	Clear guidelines about their responsibilities under Occupational Safety and Health Act; employees co-operation in following health and safety instructions.

### 4.1 Policy Statement:

The Outside School Hours Care centre protects the health and safety of children, staff, parents and visitors to the centre by keeping informed about the Occupational Safety and Health Act 1984, and ensuring appropriate codes of practice are followed at the Centre.

### 4.2 How Policy Will Be Implemented (Specific Policies & Procedures):

- 4.2.1 A Health and Safety policy and procedure handbook concerning the Occupational Safety & Health (OSH) of the occupants and users of the Centre will be produced and followed. All staff and management will be provided with a copy of the handbook. (See Example Handbook – this section)
- 4.2.2 The Management Committee will ensure that information about the Occupational Safety and Health Act, Regulations, Codes of practice and guidelines are made available to staff. Visit the Worksafe Western Australia website at [www.safetyline.wa.gov.au](http://www.safetyline.wa.gov.au) )
- 4.2.3 Employee and Employer responsibilities for Occupational Safety and Health are included in the Occupational Safety & Health Handbook. These responsibilities are highlighted to new staff and committee members as part of their induction.** A copy of the Worksafe WA Commission’s “Making the workplace safe” will be given to each employee and management representative. (This resource can be downloaded from [www.safetyline.wa.gov.au](http://www.safetyline.wa.gov.au) .) The Management Committee will ensure that young workers are given adequate supervision and on the job training to enable them to work safely.
- 4.2.4 A Safety & Health Representative (SHR) may be elected by the staff at the Centre if a staff member requests this to happen. The SHR will be responsible to receive and investigate all hazards and reports of breaches to the safety and health of employees, in consultation with the Management Committee.
- 4.2.5 The Management Committee understands their responsibility to consult and co-operate with an elected SHR, other employees, or Safety and Health Committee, in regard to OSH issues, and will actively support and encourage staff involvement in these areas.
- 4.2.6 The Management Committee may decide to appoint a senior staff member as Safety Officer, particularly if the staff have not elected an SHR, or where the Management Committee is not on hand to monitor safety and health at the service on a daily basis. The role of the Safety Officer will be to over see day to day activities and report to the Management Committee on safety and health issues at the Centre.
- 4.2.7 The Management Committee or staff of the centre may request the establishment of a Safety and Health Committee. The committee will over see policy development, planning, monitoring programs, emergency procedures, safety and health training, trends in accident and illness reports, accident investigations and the introduction of any new processes or tasks that could affect employees’ safety and health in the workplace. At least half the members of the committee will be elected employee representatives, and will also include the Management Committee.
- 4.2.8 A training program is organised every 12 months to ensure the Management Committee and staff can identify;
- a) key elements of the Occupational Safety and Health Act, including the content in general terms, responsibilities that apply to them, and consequences of failing to comply;
  - b) the centre’s health and safety procedures and policies;
  - c) safe and healthy workplace practices, including immunisations, hygiene practices etc;
  - d) how to report hazards; and

- e) how to have a say in safe work practices and procedures.
- 4.2.9 Staff will be encouraged to report all incidents leading to risk of injury including those leading to high stress levels, and positive steps will be taken to remove hazards and understand and minimise stress suffered by individual staff members.
- 4.2.10 Play areas and equipment will be checked regularly by the staff to ensure they are in a clean and safe condition.** (*Community Services (Outside School Hours Care) Regulations 2002, 50(1)*) **Staff will notify the SHR, Coordinator or Safety Officer of any equipment and/or area that is not clean or in a safe condition, and will write details on an OSH Incident/Accident Report.**
- 4.2.11 The Management Committee will ensure that furnishings and equipment are provided that will limit risk of injury or ill health in the workplace i.e. adult size chairs for staff, appropriate storage systems, safe electrical appliances and circuit breakers installed etc.
- 4.2.12 The Management Committee will ensure that health and safety practices followed in the centre comply with the Community Services (Outside School Hours Care) Regulations (2002), Health Regulations, Australian Standards & Occupational Safety & Health Act (1984)** and will allocate sufficient resources in the annual budget to ensure a healthy and safe environment. This will cover direct costs such as provision of safety equipment, maintenance of buildings, fittings and equipment, purchase of safety and health advice, training and resources.
- 4.2.13 Staff will record all injuries or illness (to children and adults)** in the centre's Accident/Illness Record. Details entered will include: date, time, place of incident, injury or condition, brief description of events, adult witnesses, any anticipated treatment or outcome. (See Policy on Health for Accident/Illness Record Form).
- 4.2.14 Injuries or illness to staff must be recorded on an Employee Incident/Accident Report. (See sample form this section.)
- 4.2.15 Staff will record all incidents with the potential to cause injury or illness on an OSH Incident/Accident Report Form. (See sample form this section.)
- 4.2.16 All work related injuries and diseases or 'near misses' will be investigated to determine the causes, and action taken to prevent similar events in the future.
- 4.2.17 Employees with special needs will be given special consideration of their safety and health needs. This will be achieved through careful consultation with the employee, and documentation, monitoring and review of the strategies established to ensure their special needs are met.
- 4.2.18 OSH issues and incidents will regularly be discussed at staff meetings.
- 4.2.19 The Management Committee will ensure that appropriate workers compensation cover is provided for all employees of the service,** and that employees understand the importance of reporting injuries or illness which occur during the course of their work. Employees will also be informed about the time deadlines for completing workers compensation forms, and be provided with information about what can be compensated.

**4.2.20 The Management Committee will ensure that injured employees are provided with appropriate rehabilitation and health care services** and that a flexible rehabilitation program is implemented in the centre until they are fully recovered.

**4.2.21 The centre is a non-smoking area. This includes all indoor and outdoor play areas and anywhere that is within sight of the children.** (Community Services (Outside School Hours Care) Regulations 97(3)(a), and Occupational Safety & Health Regulations 1996 (WA).)

## 5. Access to the Centre

Area	Policy considerations
Philosophy	Equal access; meeting community needs.
Legislation	<i>Equal Opportunity Act</i> 1984 (WA); Legal access –Department for Community Development/Police/Union Officials; <i>Child Welfare Act</i> 1947 (WA); <i>Child Care Act</i> 1972 (Cth); Priority of Access Guidelines (Cth Handbook July 2000); Community Services (Outside School Hours Care) Regulations 2002; <i>Privacy Act</i> 1988 (Cth).
Child	Safe, harmonious environment; protection; access to parents/guardians; equal access to the program.
Parent	Access to their children; access to staff re: children’s participation; enrolment for their child/siblings; emergency care; parental responsibility issues; access to their child’s records; confidentiality.
Staff	Safe, harmonious work environment; access to union representative; access to equal employment opportunity.
Management	Access to records etc to fulfil management tasks; confidentiality.

### 5.1 Policy Statement:

Access for families and children to the centre will be non-discriminatory, will ensure the safety and care of children at the centre, and will protect the rights of parents &/or guardians. Enrolment will be subject to the Commonwealth Government priority of access guidelines. Other members of the community, professionals and students will be provided access to the centre where it enhances the quality of the program, protects the welfare and rights of children and staff and provides training and experience to members of the children’s services field.

### 5.2 How Policy Will Be Implemented (Specific Policies & Procedures):

**Equal Opportunity principles will be observed in relation to access to the centre for children, parents & staff.** (See Equal Opportunity Policy, and Staff Selection Policy)

#### 5.2.1 Enrolments

a) **Enrolments will be accepted according to the Commonwealth Government ‘Priority of Access’ Guidelines.** Parents will be advised that children who are third priority may be

required to alter their days or leave the service in order to provide a place for a higher priority child. (See Priority of Access Guidelines, General Policies section and Example Parent/Guardian Registration Agreement Item 11, this section.) **An enrolment form must be completed by each enrolling family.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 60 (1).) Where enrolling parents are not fluent in English the enrolment interview will wherever possible be conducted in their primary language. On enrolment, parents will be given a “Parent Handbook”

- b) If a place is not immediately available at the centre the child may be put onto a waiting list.
- c) Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:
  - professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care, or
  - a child puts other children at risk through inappropriate behaviour (see policy on Behaviour Management – Program section)

*(See also exclusion due to infectious diseases under Health Policy – Health & Safety section, and Non-payment of fees –this section.)*

### 5.2.2 Orientation

- a) *The centre will provide options for orientation to the service for families which may include:*
  - Inviting new families to visit the service with their child at a time that suits them.
  - Providing all new families with a conducted tour of the premises which highlights specific policies and procedures that parents need to know about the service.
  - Ensuring each family has a copy of the Parent Handbook and an opportunity to have any questions answered.
  - Involving older children already at the service to act as “tour guides” and show new children various aspects of the service.
  - Setting up a “Buddy” system between existing and new children to ease their introduction into the service.
  - Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the centre.
- b) The centre will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

### 5.2.3 Attendance Records

- a) **Accurate attendance records will be kept and checked each day.** (Commonwealth Outside School Hours Care Handbook 9.3.3, and Community Services (Outside School Hours Care) Regulations 2002 – Regulation 63(1).)
- b) **The responsible parent/guardian or authorised person who brings the child to the service or collects the child from the service must record and sign/initial the child’s times of arrival and departure.** (Community Services (Outside School Hours Care) Regulations 2002 - Regulation 63(1))

- c) If a child does not attend for any reason the service will enter the absence on the attendance record and the parent must verify the absence by signing/initialling the record and providing the necessary documentation for approved absence days.
- d) Parents who frequently fail to complete the attendance records will not be eligible to claim Child Care Benefit and the centre will not continue to provide fee reductions. (Refer to the Commonwealth Outside School Hours Care Handbook – section 9: Accountability Requirements 9.3.3.)

#### 5.2.4 Authorisation for Collecting Children

- a) **The names and contact numbers of all persons authorised to collect children from the Centre must be included on the enrolment form.** Any changes to these authorities must be advised in writing to the centre by the responsible parent as soon as possible. (Community Services (Outside School Hours Care) Regulations 2002 - Regulation 60 (2) (b), (c), (d), (f) & (g) )
- b) If the responsible parent arranges for an authorised person to collect their child from the Centre, they must contact the Centre to advise of this arrangement and confirm who will collect the child.
- c) If the centre has not been notified and someone other than the responsible parent arrives to collect the child the Supervisor will contact the responsible parent to obtain their authorisation which will be in writing wherever possible. **The child will not be released until the responsible parent’s authorisation has been obtained.** If the authorised person is not known to the centre, the responsible parent will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity, preferably with a photo ID. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 93 (1)(a)(i).)

#### 5.2.5 Late Collection

- a) Parents/Guardians who are unavoidably detained and are unable to collect their child at the negotiated collection time must telephone the centre to advise of their lateness and expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another responsible adult to collect their child and advise the centre of this arrangement if other than the person named on the enrolment form. This advice should be in writing if at all possible, and must include a full description of the individual if they are unknown to centre staff. Where possible the individual should provide a photo ID for staff to verify their identity.
- b) If the parent/guardian has not contacted the centre and the child has not been collected 10 minutes after closing time, the centre will attempt to telephone the parent/guardian, or if this is not possible telephone the emergency contact people listed on the child’s enrolment form, to arrange for the child’s immediate collection.
- c) If no-one can be contacted and the child has not been collected 30 minutes after the centre’s normal closing time, centre staff will follow the “Children not collected at closing time” policy.

### 5.2.6 Family Access

- a) Staff will communicate with parents/guardians in a positive and supportive manner that encourages the parent-child relationship. Information with regard to family issues and personal lives will be handled confidentially.
- b) Parents/guardians will have access to centre staff to enable them to discuss any concerns they may have regarding their child, at any reasonable time.
- c) **Parents/guardians may visit the Centre at any convenient time whilst their child is in care.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 67)
- d) Where a child attending the centre is not living with both parents/guardians, or where disputes arise in relation to responsibility of the child, the following will apply:
  - **Parental responsibility remains with both parents/guardians jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an Order therefore the child will be released to either parent/guardian who is the authorised person to collect the child.**
  - **Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the Order needs to be produced for inspection by the Coordinator.** The enrolling parent will be telephoned both to check the existence of the Parenting Order and to be informed about the situation.
  - **The child will only be released into the care of the parent/guardian with parental responsibility for the child, or other person specifically authorised by that parent/guardian, except when Department for Community Development or Police specifically direct otherwise under the provisions of the Child Welfare Act.**
- e) In the case of a parent/guardian arriving at the centre to collect their child in an intoxicated or unfit state to drive, the parent/guardian will be encouraged by staff to contact an alternative adult to drive them and their child home or offer to call a taxi. Staff will not try to stop the parent from leaving/driving. If the parent/guardian insists on taking their child, the police will be informed.
- f) Where human life is at risk any part of the above may not be able to be complied with. In such circumstances the police will be immediately informed

### 5.2.7 Visitors

- a) Visitors may be invited into the centre as part of the children's program ie.  
Members of the Fire Brigade, Police Department, medical or nursing profession.  
Community people with a skill, art or expertise from which the children will gain experience or enjoyment.
- b) The centre will offer student placements to:
  - High school students who wish to gain work experience as part of their school program provided that the school has initiated the placement and the students are studying childhood or family studies.
  - Students attending relevant child care or recreation training at college or university.

- c) All placements will be negotiated through the Co-ordinator. Students will be provided with clear guidelines in relation to their responsibilities and code of conduct whilst at the centre and asked to sign a confidentiality agreement.
- d) Volunteers will be accepted for work experience when there are no students on placement at the centre and there is evidence of a genuine interest in the work involved. Potential volunteers will be interviewed by the Co-ordinator to determine their suitability. All volunteers will be given clear guidelines in relation to their responsibilities and conduct whilst at the centre. (See 25.2.21 regarding police clearances)
- e) **Volunteers and students are supplementary to staff requirements and will not be used to replace absent staff unless they are on the centre's payroll and paid at a level according to the Centre's employment policy, and are suitably qualified, meet the age requirements for the position they are filling and other requirements as contained within the Regulations.** (Community Services (Outside School Hours Care) Regulations – Schedule 1 Contact Staff Requirements; Part 3 Division 2 – Staffing Requirements, and Part 4 Division 2 – Contact Staff Requirements.)
- f) Any unwelcome visitor, **including someone who appears to be adversely affected by alcohol or drugs**, will be asked to leave the Centre. Refusal to leave will necessitate the Coordinator calling the local police for their removal. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 97(2).
- g) Professional access to the Centre will be at the discretion of the Co-ordinator and (if involving the children) with the parent's written consent. The only exception to this would be in the case of children at risk (Refer to policy on Child Abuse or Neglect) The types of professionals or officials that may require access include:
- **Department for Community Development Officers – Child Welfare Act 1947 (WA)**
  - **Child Care Licensing Officers – Community Services Act 1972 section 17E(3)**
  - **Police Officers (with warrant)**
  - **Worksafe Inspectors – have the right of entry under Occupational Safety and Health Act 1984 (WA) section 43.**
  - **Commonwealth Officers – have the right to entry to inspect centre records for accountability requirements under the Child Care Act 1972 (Cth).**

## 6. Children Not Collected At Closing Time

Area	Policy considerations
Philosophy	Ensuring children's safety & well being
Legislation	Community Services (Outside School Hours Care) Regulations 2002 (WA).
Child	Caring staff; anxiety reduced; personal needs met i.e. food etc.
Parent	Understanding if unavoidably delayed; assurance their child is safe; informed of the procedures if they are late.
Staff	Support from management; clear guidelines; their own commitments after normal work hours not to be compromised; overtime pay.
Management	Parents to take responsibility for their child and not to misuse the services offered by the centre; dependable staff; support from relevant agencies and departments.

### 6.1 Policy Statement:

The centre will ensure the health, safety and well being of children not collected by closing time. Families are expected to abide by centre hours, except in an extreme emergency. The centre is unable to provide care to children after hours on a regular basis.

### 6.2 How Policy Will Be Implemented (Specific Policies & Procedures):

#### 6.2.1 Procedure For Late Collection:

- a) If a child has not been collected 15 minutes after closing time, and the parents/ guardians of the child, nor other emergency contact person has been able to be contacted, the centre will contact Crisis Care to advise them of the situation and consult on what action to take.
- b) The centre will develop an agreed action plan with Crisis Care which should include:
  - Time lines and triggers for ongoing communication between Crisis Care and the centre, ie. every 15 minutes or when something happens to change the situation.
  - Whether the centre should contact the police.
  - What actions Crisis Care will take.
  - The centre's availability to continue to care for the child, i.e. the length of time staff are available to stay at the centre, concerns regarding the security of the premises after hours etc.
  - Who else the centre needs to contact in regard to the situation.
- c) Two adults will remain at the centre with the child. If the two staff members present are unable to remain at the centre to care for the child, the centre's agreed action plan for staffing late collections will be activated. This could include any of the following:
  - The management committee will send a representative to relieve one of the present staff as soon as possible (whilst ensuring Regulation staffing requirements are maintained i.e. Regulation 75 & 76).
  - The Coordinator will advise Crisis Care that staff will remain with the child until a specific time (at which time staff are no longer able to stay with the child), and that the child will be taken to the local police station at this time, if not already collected.
- d) Crisis Care will be contacted as agreed in the Action Plan, to provide on-going updates of the situation as it evolves.

- e) The staff will care for the child's needs (i.e. provide a snack or evening meal) and distract the child from their anxiety at not being collected, by organising games or activities.
- f) Staff will advise Crisis Care and the police (if contacted) that the child has been collected.

### **6.2.2 On Going Strategies:**

- a) The centre will ask families to update their own, and their emergency contact numbers as they change.
- b) Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours, if the family does not have relatives or friends on hand to assist.
- c) The policy will be reviewed regularly with staff, and agreement reached as to how the staffing of late collections will be managed. Management understands that a staff member's personal situation may limit their ability to remain at the centre after hours, and will not impose pressure on staff to unwillingly take on these extra duties. Any extra hours worked will be paid as overtime.
- d) The fee charged for late collections is determined by:
  - The centres need to recoup expenses incurred in staff overtime wages.
  - The need to deter families from making a habit of late collections.
- e) Where families regularly arrive outside the centre's closing time, the following process will be followed to address continuing issues.
  - The Co-ordinator will speak with the parent to alert them to the grievance process, and to discuss any difficulties the parent is experiencing in collecting their child by closing time. Strategies for the parent to adhere to centre hours will be discussed, and the parent will be asked to give a commitment to implementing these strategies.
  - On the next late collection a letter will be sent to the parent advising them that another late collection of their child will result in cancellation of their place at the centre.
  - If there is a further late collection the family's enrolment will be cancelled.

## 7. Child Care Fees

Area	Policy considerations
Philosophy	Access to all families.
Legislation	Outside School Hours Care Handbook (Cth); <i>Child Care Act 1972</i> (Cth); <i>A New Tax System (Family Assistance) Act 1999</i> (Cth) <i>Privacy Act 1988</i> (Cth)
Child	Consistent, quality care.
Parent	Advice about fee levels and Child Care Benefit (CCB); affordable fees; clear instructions about fee payment; information about financial support.
Staff	Clear information to give to parents.
Management	Sufficient fee income to ensure quality service, payments to be up to date.

### 7.1 Policy Statement:

SPOSCI is a non-profit community service. The service aims to provide a quality outside school hours care service at an affordable price to families. The Management Committee will set fee levels each year upon completion of the annual budget and in accordance with the income required to provide a quality child care service.

### 7.2 How Policy Will Be Implemented (Specific Policies & Procedures):

- 7.2.1 The Management Committee will determine the required fee level to meet budget prediction for the next year. Parents will be given at least two weeks notice of any fee increase. **The same fee will be charged for all families for equivalent care arrangements.**
- 7.2.2 **A dated receipt, in accordance with Commonwealth Guidelines, will be provided for each payment.**
- 7.2.3 **Fee payment will be recorded on a Statement of ChildCare Usage form, according to Commonwealth Guidelines.**
- 7.2.4 **Details of an individual's account and all completed forms will be confidential and stored appropriately. Individual families may access their own account records at any time. Particulars of fees will be available in writing to parents upon request.**
- 7.2.6 Families must pay fees for all booked sessions (including absences).
- 7.2.7 It is the parent/guardian's responsibility to complete and lodge their CCB application with the Family Assistance Office (FAO). **CCB will not be deducted from their fees until the Centre receives the Assessment Notice from the FAO.**
- 7.2.8 The Centre will provide up to date information to families regarding CCB, and will ensure that CCB is administered according to the family's assessment notice and the Commonwealth Handbook.
- 7.2.9 On receipt of a CCB Assessment Notice the Centre will ask the parent/guardian:
- a) Do you have a child attending this service, that has already attended another approved child care service in the current financial year?
  - b) Do you have a child attending this service who is also attending another approved child care service?

- c) Does your child have a sibling listed on the Assessment Notice who is attending another approved LDC, FDC or OSHC service?

If the answer is yes to any of these questions, the family will be advised this may affect the child's CCB percentage or entitlement to eligible hours and allowable absence days at this service.

**7.2.10 Families will only be eligible for CCB if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligibility requirements are met.**

7.2.11 Eligibility for CCB will be maintained on fees paid when the child is absent, if the absence meets the Allowable or Approved Absences guidelines in the Commonwealth outside School Hours Care Handbook, and the details of the absence have been recorded and signed on the attendance records.

7.2.12 The centre will keep parents informed about CCB by:

- a) advising new families to apply to the Family Assistance Office for assessment
- b) keeping a stock of application forms & information brochures to distribute to families on enrolment
- c) charging full fees when a family does not have a current Child Care Assessment notice for Child Care Benefit.
- d) Advising parents of any relevant changes through notices in the centre newsletter.

**7.2.13 All records and documentation pertaining to CCB should be kept for the specified period of time and made available to Commonwealth Officers on request.**

7.2.14 Staff who are responsible for the administration of fee payments will be allocated adequate time to achieve this task. This will be reviewed on a regular basis to ensure appropriate hours are allocated. **Administrative tasks will not be performed by staff while they are on duty as a contact staff person in accordance with the Community Services (Outside School Hours Care) Regulations 2002.**

7.2.15 Staff will be trained in the implementation of CCB and fee payment procedures.

7.2.16 Parents/Guardians with overdue fees will be encouraged by the Co-ordinator to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If the agreed arrangements are not kept, the following procedure will apply:-

- a) After one week overdue – a written reminder will be sent to the parent/guardian
- b) After two weeks overdue- a letter advising that the debt may be pursued through the centres collection agency.

7.2.17 Whenever possible the parent/guardian should ring the centre to advise they will be late to collect their child.

A late fee will be charged to parents/guardians for each child not collected from the centre for every five minutes (or part there of) after closing time. Under special circumstances the fee may be waived.

## 8. Financial Management

Area	Policy considerations
Philosophy	<b>Providing a quality service that meets with community needs</b>
Legislation	Community-based Outside School Hours Care Handbook (Cth); Funding Agreement (Cth); Financial Management & Accountability Act 1977 (Cth); Family Assistance Legislation (Cth); Superannuation Guarantee Charge Act 1992 (Cth); Income Tax Assessment Act 1936 (Cth); A New Tax System Acts 1999 (Cth); Associations Incorporation Act 1987 (WA); Childcare Awards/Industrial Agreements; Community Services (Outside School Hours Care) Regulations 2002 (WA).
Child	Quality care; well equipped centre able to meet developmental needs of children.
Parent	Affordable service; quality care.
Staff	Professional employer; adequate resources to provide quality programs.
Management	Access to information about the service's financial status; to ensure appropriate financial systems are in place to meet accountability requirements.

### 8.1 Policy Statement:

Responsibility for financial planning and management for the Centre is vested in the Management Committee elected at the AGM in accordance with the Constitution.

### 8.2 How Policy Will Be Implemented (Specific Policies & Procedures):

8.2.1 The Treasurer will present the annual budget detailing estimated income and expenditure for the year ahead, which will be passed at a committee meeting.

**8.2.2 The Coordinator will be responsible for ensuring financial transactions are properly recorded.**

8.2.3 The service will operate as a non profit organisation

**8.2.4 The centre will operate within their approved CCB places, advised by the Commonwealth Government at the time of funding approval.**

8.2.5 The Coordinator will be responsible for payment of staff wages on a fortnightly basis according to **appropriate Award/Industrial Agreement entitlements, and ensuring all tax deductions and superannuation payments are made.**

8.2.6 The Coordinator will be responsible for the day to day financial management of the centre eg. Payment of bills, allocation of petty cash, collection and banking of fees, securing of cash on the childcare premises.

**8.2.7 The Treasurer and Coordinator will keep the Management Committee informed of the financial situation, reporting at each meeting. This information will be available to all families.** (Associations Incorporation Act 1987 (WA)).

- 8.2.8 The Treasurer will be responsible for ensuring the centre's accounts are audited by an independent qualified auditor each year. This person will be nominated at the AGM.** (Associations Incorporation Act 1987 (WA).)
- 8.2.9 The Treasurer and Coordinator will ensure that all appropriate financial records are provided to the Auditor.
- 8.2.10 The Audited Balance Sheet and Income and Expenditure Statement will be presented to the Associations members at the AGM.** (Associations Incorporation Act 1987 (WA) s26)
- 8.2.11 Copies of all Financial Records will be kept for a minimum of 7 years. All records in relation to payment of CCB will be kept for 3 years from the end of the financial year in which the relevant care was provided, and will be available for inspection by Commonwealth Officers.**
- 8.2.12 Financial records will be maintained to enable compliance with:**
- a) **Commonwealth Government Handbook.**
  - b) **Any requirement in the agreement in respect of CCB funding.**
  - c) *Associations Incorporation Act 1987 (WA) s25, s26.*
  - d) **Other Legislation requirements such as *Income Tax Assessment Act 1936 (Cth)*; *The New Tax System Acts 1999 (Cth)*; *Superannuation Guarantee Charge Act 1992 (Cth)*; and ChildCare Award requirements.**
  - e) **Commonwealth requirements concerning: Disadvantaged Area subsidies, Establishment funding, One-off grants, Supplementary services, Special Needs Subsidy Scheme.**
- 8.2.13 The Centre will ensure that at all times it is able to pay its debts when they are due.
- 8.2.14 The Centre will ensure that at all times there are sufficient funds held to cover all necessary provisions.
- 8.2.15 The Centre will ensure sufficient funds to repay CCB advances if not fully acquitted.
- 8.2.16 The Centre will ensure that appropriate and current insurance cover is obtained to meet the public liability of the service.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 68.)
- 8.2.17 The service should set aside sufficient provision of money to meet any perceived liability for redundancy payments according to the Award.
- 8.2.18 The Coordinator will be responsible for the completion of Business Activity Statements including Pay As You Go information in accordance with the New Tax System laws.
- 8.2.19 All GST decisions will be carefully documented and kept on file along with any correspondence from the ATO in regard to GST, and all records of GST transactions, in order to reduce the risk of non-compliance and ensure full documentation is available in the event of an ATO audit.

## 9. Grievance Procedures: Committee

Area	Policy considerations
Philosophy	The right to be heard. Harmonious, warm and positive working environment Positive team management. Encourage parent involvement in management
Legislation	Requirements under Associations Incorporation Act 1987 (WA) Community-based Outside School Hours Care Handbook (Cth)
Child	Need and respect for a harmonious, happy environment; role model for interactions.
Parent	Ability to voice concerns in a positive and confidential manner.
Staff	Ability to voice concerns / issues in a positive and confidential manner.
Management	Effective grievance policy in place in order to make informed decisions; to address all grievances promptly.

### 9.1 Policy Statement:

SPOSCI fosters positive relations between all levels of management. Every committee member has the right to a harmonious and responsive working environment. Solutions are sought to resolve all disputes issues or concerns that impact on or affect the day to day well being of the centre in a fair, prompt and positive manner.

### 9.2 How Policy Will Be Implemented (Specific Policies & Procedures):

9.2.1 Every committee member is provided with clear written guidelines detailing grievance procedures.

9.2.2 **All discussions that take place during committee meetings will be treated as confidential.** (Associations Incorporation Act 1987 (WA).

### 9.3 Procedures:

Grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When grievances cannot be resolved informally by the persons directly involved, a formal grievance process should be provided. Not all disputes can be handled in one particular format and judgement needs to be made on what particular style is appropriate to suit each individual dispute.

#### 9.3.1 Establishing Guidelines

All committee members should be provided with clear information about their roles and responsibilities and detailed guidelines about the centre's philosophy, policies and procedures. The development of a Committee Handbook that includes this information ensures that committee members know what is required of them. New committee members should be orientated into their new committee role by an experienced committee member.

### 9.3.2 Procedure for Dealing with Conflict within the Committee

If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee they may ask to have their grievance tabled at the next committee meeting for open discussion

**Or**

They may discuss the problem with the chairperson or elected liaison officer. If the matter is not settled the executive will meet to discuss the problem, try to resolve the situation and feedback their decision to the aggrieved committee member(s).

If the matter is still not resolved to the satisfaction of the aggrieved person(s) it will be taken to the full committee.

**Or**

If they believe the grievance needs addressing urgently, a special meeting may be called to resolve the issue.

The committee will determine a course of action agreed to by a majority vote. If a clear decision cannot be made, a mediator may be contracted to assist in resolving the conflict. If after mediation the conflict is still unresolved, the committee member(s) still in dispute will be asked to step down.

## 10 Grievance Procedures: Parents

Area	Policy considerations
Philosophy	The right for quality care harmonious, warm and positive environment. Communications with parents.
Legislation	Outside School Hours Care Handbook July 2000 (Cth) Associations Incorporation Act 1987 (WA) member's rights, OSHCQA
Child	Need and respect for a harmonious, happy environment; role model for interactions.
Parent	Ability to voice concerns in a positive and confidential manner.
Staff	Open communications with parents; positive outcomes to parent concerns.
Management	Effective grievance policy in place in order to make informed decisions; to deal with grievance in a positive manner; to address all grievances promptly

### 10.1 Policy Statement:

The centre welcomes all parent feedback, including their grievances and complaints, in order to improve the services provided. The centre wishes to foster positive relations between all parents, management and staff. Parents have the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all issues that impact on the day to day well being of the centre or its clientele, in a fair and prompt manner.

## **10.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

- 10.2.1 Every parent is provided with clear written guidelines detailing grievance procedures. This information is included in the Parent Handbook.
- 10.2.2 All confidential communications with parents should take place in an area away from children, other parents and other staff.
- 10.2.3 Whenever a complaint or grievance is received it will be analysed by the Coordinator to determine policy revision or development requirements.
- 10.2.4 The grievances and complaints policy for parents is reviewed and evaluated annually, or whenever an incident occurs to ensure the processes are clear and non-discriminatory.
- 10.2.5 The general nature of a grievance may be brought to the attention of the management committee for its consideration and action.

## **10.3 Procedures:**

- 10.3.1 Where a parent has a minor issue which is specifically relevant to a staff member, they should consider raising this matter with the staff member.
- 10.3.2 Where a parent does not wish to raise a minor issue with a staff member or has a more serious concern or specific grievance, this matter should be raised with the Coordinator
- 10.3.3 If the parent still feels action is necessary after discussion with relevant staff member they should take the matter up with the Co-ordinator.
- 10.3.4 If the parent is still unhappy with the situation the Co-ordinator can offer to take the matter to the Management Committee for guidance.

**or**

The parent can write directly to the Management Committee to explain the problem.

- 10.3.5 The Management Committee will advise the Co-ordinator of its decision. The Co-ordinator will convey the decision to the parent concerned and the relevant staff member.

**or**

The Management Committee will write directly to the parent concerned to advise of their decision. The Co-ordinator will also be advised of the decision.

- 10.3.6 If the parent is still unhappy with the outcome, the Operator will offer to arrange for external mediation of the issue.

## 10.4 Procedure for Dealing with Parent/Management Conflict

10.4.1 The parent should discuss the problem with the Co-ordinator

10.4.2 If the parent still feels action is necessary after discussion with Co-ordinator they should ask the Co-ordinator to raise the issue with the Management Committee of the service.

**or**

The parent can write directly to the Management Committee to explain the problem.

10.4.3 The Management Committee will advise the Co-ordinator of its decision and the Co-ordinator will convey that decision to the parent concerned.

**or**

The Management Committee will write directly to the parent concerned to advise of their decision. The Co-ordinator will also be advised of the decision.

10.4.4 If the parent is still unhappy with the situation they can request a meeting with the Management Committee to discuss the matter further. After this meeting the Management Committee will write directly to the parent to advise of their final decision and why this was made.

10.4.5 If the parent is still unhappy, the Management Committee will offer to arrange for external mediation of the issue.

## 11 Management Committee

Area	Policy considerations
Philosophy	Reflecting community in which located.
Legislation	Associations Incorporation Act 1987 (WA) and its regulations, Association Constitution/Rules; Community-based Outside School Hours Care Handbook – July 2000 (Cth); Community Services (Outside School Hours Care) Regulations 2002 (WA); Privacy Act 1988 (Cth); OSHC QA (Cth).
Child	Quality care; continuity of care.
Parent	Quality, reliable outside school hours care service, information about how the service is managed. Input into management of the service.
Staff	Competent employer, clear lines of communication to employer, efficient administration process in place.
Management	Clearly defined responsibilities, good team management with Supervisor, defined decision making processes and an avenue for solving grievances, orientation into management role, continuity of management.

### 11.1 Policy Statement:

The centre will provide a quality outside school hours care service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account both parents, children's and staff needs in the operation of the service. The management committee will ensure that decisions are made in a proper way (in accordance with the constitution) and in the best interests of the service.

## **11.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

**11.2.1 SPOSCI as a non-profit organisation will be incorporated under the relevant State legislation.**

**11.2.2 The committee and Coordinator will ensure that the organisation is properly constituted and that the requirements of the Constitution are met.** (*Associations Incorporation Act 1987 (WA).*)

11.2.3 Committee members will receive the Rules which will contain:

- a) broad organisational goals
- b) requirements relating to membership, management structure, meetings, auditing, common seal, alteration of Rules, dissolution.
- c) The formal roles of the chairperson, secretary and treasurer.

The rules will not contain policy detail or other information that may require updating or changing regularly.

**11.2.4 Committee Members will be elected at an AGM in accordance with the Constitution.** (*Associations Incorporation Act 1987 (WA).*)

11.2.5 All new members of the committee will be oriented into their roles and responsibilities as a committee member. Returning committee members should provide new members with ongoing support.

11.2.6 Individual committee roles are detailed in the Associations Rules/Constitution

11.2.7 The committee will nominate a committee member to represent the service in the Industrial Relations Commission or other legal commissions as required. The experience and expertise of individual members of the committee will be the criteria for determining who will be nominated. The option to contract an expert representative may also be considered depending on current expertise available within the committee and budgetary constraints.

11.2.8 Parents will be actively encouraged to participate in the management of the service.

**11.2.9 The committee will support adherence to all relevant guidelines, Acts and regulations are adhered to in the management of the service** (eg. CCB Guidelines, Associations Rules/Constitution, *Privacy Act 1988 (Cth)*, Community Services (Outside School Hours Care) Regulations 2002 (WA), relevant Industrial Awards etc.)

**11.2.10 The Committee, as the Licensee, is responsible to the Child Care Services Board for ensuring that the “Responsible Officer” ensures the service is meeting the conditions of licence.** These cover the requirements for premises, operating procedures, administration requirements, contact staff requirements, number of

enrolled children, programs, activities, and safety and health. (Community Services (Outside School Hours Care) Regulations 2002 (WA).)

11.2.11 The Responsible Officer is the person who is directly responsible for the effective supervision of the service, that is, the person who represents the organisation in regard to the licence.

11.2.12 **The Responsible Officer must provide a National Police Certificate issued not more than 6 months before the date the application is lodged, plus a statement by the Responsible Officer as to whether he/she has been charged with or convicted of a prescribed offence since the date on which the Certificate was produced.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 10(2)(a) & (b).)

11.2.13 **The licensee must arrange for the public notice of their application for licence to include:**

- a) **the full name and address of the applicant**
- b) **the full name and address of the Responsible Officer**
- c) **the names and addresses of the office bearers of the association**
- d) **the address of the premises of the service**
- e) **a statement advising how any objection to the issue of the licence can be made.**

(Community Services (Outside School Hours Care) Regulations 2002 – Regulation 13(3).)

11.2.14 **The Licensee (or their Responsible Officer) is required to provide a National Police Certificate issued not more than 6 months previously each time the licence is renewed, or approval to appoint a new Responsible Officer is sought.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 20(2) and 23(2)(b).)

11.2.15 **Where approval is sought to appoint a new Responsible Officer, the licensee must also arrange for a public notice to include:**

- a) **full name and address of the applicant**
- b) **full name and address of the proposed Responsible Officer**
- c) **address of the premises of the service**
- d) **statement advising how any objection to the appointment of the person can be made.**

(Community Services (Outside School Hours Care) Regulations 2002 – Regulation 24(3).)

11.2.16 **The licensee must immediately notify the Child Care Services Board if:**

- a) **the licensee ceases to occupy the premises specified in the licence.**
- b) **the person appointed as Responsible Officer stops being directly responsible for the effective supervision of the service.**
- c) **there is a change in office bearers of the association.**
- d) **the Responsible Officer is convicted of a prescribed offence.**
- e) **the licensee becomes aware of any change to any other fact or circumstance relating to or affecting the provision of the service.**

(Community Services (Outside School Hours Care) Regulations 2002 – Regulation 33(1).)

- 11.2.17** All Committee members should ensure they remain well informed in regard to decisions made by the committee and the operations of the service including current policies and procedures.
- 11.2.18** Parents and staff will be kept informed about the committee's membership, meetings and decisions and will be provided with opportunities for input into the management of the service.
- 11.2.19** The committee will ensure the philosophy statement reflects the needs and values of those people for whom the centre exists eg. Children, parents, staff and community. This will be done by evaluating the statement as necessary. The committee will also ensure the operation of the centre is consistent with the philosophy statement.
- 11.2.20 Policies and procedures will be regularly updated to ensure they meet current needs. Adopted policies and procedures will be strictly followed by the committee.
- 11.2.21** **Decisions about the overall management of the centre will be made at committee meetings and in accordance with the Associations Rules/Constitution.** The best interests of the service will always take priority in determining decisions. (*Associations Incorporation Act 1987 (WA)*).
- 11.2.22** **Committee members who discover a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussions or decision making in relation to that issue.** (*Associations Incorporation Act 1987 (WA)* Sections 21 and 22).
- 11.2.23** A process of review will be included in parent, staff and committee handbooks should anyone wish to question a decision of the committee.
- 11.2.24** The Coordinator has responsibility for the day to day management of the service. Any matters that the Co-ordinator is not confident in resolving or determines to be of a significant nature will be brought to the attention of the committee for discussion as soon as possible. Where urgent decisions need to be made at short notice, 3 members of the committee, (including at least one executive member) may make an executive decision in accordance with the Association Rules/Constitution.
- 11.2.25** The Co-ordinator will participate in an ex officio capacity in the meetings of the management committee. At these meetings the Co-ordinator will present a progress report including any concerns or different aspects of care, details of incidents, accidents and outstanding debts, and provide information to assist the committee in its decision-making tasks.
- 11.2.26** A staff representative may be invited to attend the management committee meeting or appointed in an ex officio capacity to the management committee. The role of this member will be to provide a staff perspective, raise issues decided at staff meetings on behalf of the staff body and feedback information to other staff members at staff meetings.

**11.2.27** Communication between the committee and staff in relation to their work or the operation of the service will be via the Co-ordinator. Individual Committee members, when they are at the centre, will only have direct contact with other staff members:

- a) as a parent in relation to their child's participation at the centre.
- b) at social functions.
- c) whilst accompanied by the Co-ordinator.

**11.2.28** Committee members will have due regard for the harmonious operation of the centre when requesting access to the centres resources, records etc for the purpose of fulfilling their committee responsibilities. All requests for access will be made through the Co-ordinator who will determine a mutually convenient time. The centre policy on "Confidentiality" will be strictly observed.

**11.2.29** All committee members will maintain confidentiality at all levels. (*Privacy Act 1988 (Cth).*)

**11.2.30** Committee meetings will be held in accordance with the Associations Rules/Constitution. All members of the Association are welcome to attend "open" committee meetings which will be held from time to time. If an ordinary member, who is not on the management committee, wishes to attend a normal committee meeting to raise an issue for committee discussion, they must write to the committee to ask that their issue be included on the Agenda. They will then be invited to attend the meeting to speak to their Agenda item only. As much of the work of the committee is of a confidential nature the ordinary Association member will not be permitted to stay for the remainder of the meeting. The minutes of all meetings (which will not include confidential details) are available to members of the Association and will be posted on the noticeboard in the foyer. (*Associations Incorporation Act 1987 (WA).*)

**11.2.31** Association members may call a Special General Meeting in accordance with the Association's Constitution to address specific issues or grievances. (*Associations Incorporation Act 1987 (WA).*)

**11.2.32** The Management Committee can form sub-committees if the need arises. Membership of sub-committees will be open to all members of the Association and invited professionals. Parents will be actively encouraged to participate. Sub-committees must make their recommendations to the management committee for endorsement prior to any action. **Sub-committees cannot make decisions or act on behalf of the service without committee endorsement.** (*Associations Incorporation Act 1987 (WA).*)

**11.2.33** Committee members will be asked to identify their training needs and encouraged to attend relevant training to enhance their skills and participation in committee tasks

**11.2.34** All committee members should be aware of the grievance policy should a conflict arise. Where parties cannot resolve issues a mediator may be contracted to assist. If after mediation the conflict is still unresolved the committee member in dispute will be required to stand down. Matters must not be left unresolved for longer than 2 months.

## 12 Records

Area	Policy considerations
Philosophy	Everyone associated with centre (staff, parents, children) has the right to the protection of personal information.
Legislation	<i>Industrial Relations Act 1988</i> (Cth); Award conditions; Outside School Hours Care Handbook (Cth); Insurance requirements; <i>Associations Corporation Act 1987</i> (WA); <i>Taxation Law</i> ; <i>Privacy Act 1988</i> (Cth); Community Services (Outside School Hours Care) Regulations 2002 (WA).
Child	That the care they are given is not negatively affected by the information given or recorded about them.
Parent	Their interests are protected; they have a right to know what is recorded about them and their children, and how it is used; they have access to their personal information; their personal information is kept confidential.
Staff	Their personal information is kept confidential. They have a right to know what is recorded about them and have access to this information.
Management	Access to appropriate records to perform tasks; safe storage of records for required periods; to obtain relevant, current information from clients.

### 12.1 Policy Statement:

**The centre has a duty to keep accurate, complete and up to date records about staff, parents and children in order to operate responsibly and legally.** The centre will protect the interests of the children, families and staff including appropriate privacy and confidentiality. Archived records will be stored in a safe and secure manner, and disposed of in accordance with Privacy Act requirements.

### 12.2 How Policy Will Be Implemented (Specific Policies & Procedures):

12.2.1 Information about which records are required to be kept by the service is found in: the Commonwealth Government Outside School Hours Care Handbook; Community Services (Outside School Hours Care) Regulations 2002 (WA); *A New Tax System Acts 1999* (Cth).

12.2.2 Clear guidelines on who has access to what records will be provided by the Coordinator for staff and parents. These guidelines will be available at all times at the Centre. Access to private information will only be provided to those people who require access to perform their duties for the service, or where legislation requires disclosure to Government Officers.

12.2.3 Records that are not required to be kept by the centre and which are considered to have no historical importance will be destroyed by being incinerated or shredded.

12.2.4 Records of a historical interest will be kept by the centre. These will include:

- Minutes Of All Agms.
- Minutes Of All General And Special Meetings.
- Minutes Of All Management Committee Meetings.
- Important Correspondence Received and Sent.

## 13 Accepting Children referred To the Service by Another Agency

Area	Policy considerations
Philosophy	Equal access; meeting community needs.
Legislation	Equal Opportunity Act 1985 (WA); Legal Access – Department for Community Development; Child Welfare Act 1947 (WA); Family Law Act 1975 (Cth); Family Court Act 1975 (WA). Outside School Hours Care Handbook – Priority of Access Guidelines section 4.3 (Cth.); Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA
Child	Safe, harmonious, caring environment; protection; understanding.
Referral Agency’s needs	Access to the service; emergency care; confidentiality; support for their work with the child and family members.
Staff	Information and support from referral agency; safe, harmonious working environment; clear guidelines in regard to access and custodial issues; adequate resources.
Management	Staff/child ratios are maintained at a level sufficient to meet the needs of each child; balance is maintained between the number of special needs children and other children at the service; the right to say “No”; to ensure that all costs related to referrals are met.

### 13.1 Policy Statement:

In the interests of children’s welfare and protection, access for children referred to the Outside School Hours Centre by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the service, and compliance with Government legislation.

### 13.2 How Policy Will Be Implemented (Specific Policies & Procedures):

- 13.2.1 Referral agency officers will be required to provide verifiable identification before being admitted to the service.
- 13.2.2 Where it is determined the service cannot accept a referred child, the referring agency will be advised to contact the local Department for Community Development, Children’s Services Officer or the Child Care Access Hotline for alternative venues.
- 13.2.3 Acceptance of a referral will be dependent upon:
- a) A place being available for the child(ren) within licensing and Child Care Benefit registration parameters.
  - b) The service having the required resources to appropriately care for the child(ren).
  - c) A visit from the referring agency (case manager) to;
    - provide information about the referral
    - clarify any special conditions of enrolment
    - provide necessary details about the child(ren)’s care arrangements including foster care details.
    - determine a suitable orientation process (child to the service / staff to children’s needs)
    - reach agreement in regard to the cost for providing care and any special requirements e.g. transport, clothing, food etc.

- d) Subsequent enrolment according to the service's usual enrolment procedure.
- e) Agreement to a debriefing from the case manager at the conclusion of the referral period.

13.2.4 The Management Committee in consultation with the Co-ordinator will determine a fee schedule for referrals which includes extra ordinary arrangements such as payment for special transport, clothing and food, and additional staff support.

13.2.5 The referral agency will be invoiced for the agreed cost of providing care determined during the case manager's visit to the service.

13.2.6 The service will ensure the strictest confidentiality in relation to information about referred children at all times. Access to confidential information will only be given on a need to know basis. However, staff involved in the care of referred children will be provided with information that is considered to be essential to ensure the safety and protection of both the referred child(ren) and other children in care.

## 14 Collecting Children from School

Area	Policy considerations
Philosophy	Children's safety, meeting community needs
Legislation	Insurance, Taxation, Contractual law; Transport Licensing Rules (WA); Motor Vehicle Third Party Insurance Act 1943 (WA); Road Traffic Code 2000 (WA); Community Services (Outside School Hours Care) Regulations 2002 (WA).
Child	Safe arrival at service, minimum wait for transport, secure place to wait.
Parent	Assurance that their children arrive safely at the service, transport fees are affordable.
Staff	Adequate staffing levels to transport/ escort children safely, clear procedures for transporting children, close liaison with bus drivers and school, parent co-operation re: children's attendance and behaviour.
Management	Reliable transport system; co-operation of schools; co-operation of parents.

### 14.1 Policy Statement:

The centre is committed to providing a safe, efficient and affordable transport system that will ensure wherever possible that children arrive at the centre within 30 minutes of school closure.

### 14.2 How Policy Will Be Implemented (Specific Policies & Procedures):

14.2.1 The centre will negotiate with individual schools to appoint safe, supervised pick-up points for children awaiting transportation to the centre. Contingencies will be established for wet weather if applicable.

- 14.2.2 On early school closing days, the transport will either collect the children early, or a school staff member will supervise the children until their usual pick-up time.
- 14.2.3 All children must be waiting at the pick-up area at the arranged arrival time. The service will make every effort to ensure the transport arrives to collect the children at the allocated time.
- 14.2.4 Parents are responsible to liaise with school staff to ensure their children know where the pick-up point is, and that they must be there on time, and the teacher does not hold children back.
- 14.2.5 All attempts will be made to locate children missing from the pick-up point.
- 14.2.6
- a) If a child does not arrive at the meeting point, the staff member is to ask other children present about the missing child's whereabouts and also, if possible, seek information from available school staff.
  - b) The staff member should also search for the child as far as possible whilst maintaining oversight of the other children.
  - c) The staff member should contact the coordinator or person in charge to inform this person that a child is missing.
  - d) The coordinator or person in charge should contact either the school or parents or other nominated people of the missing child in an effort to establish the child's whereabouts.
  - e) If the child's whereabouts cannot be ascertained by 4.00pm, the coordinator or person in charge should contact the police for assistance.
- 14.2.7 If a missing child has been absent from school that day and the service has not received notification from the parent, the Co-ordinator will note this and discuss the situation with the parent.
- 14.2.8 Parents are required to contact the Centre to advise of their child's inability to attend so their name can be withdrawn from the pick-up list for that day.
- 14.2.9 Transport costs will be covered within childcare fees.
- 14.2.10 A staff member will accompany a bus driver to supervise the children on the bus, and ensure all children are picked up.
- 14.2.11 Children travelling on a bus will be required to remain seated at all times and use seatbelts if they are fitted.** (Road Traffic Code 2000 (WA).)
- 14.2.12 Should the vehicle in which the children are passengers break down, or become involved in an accident the staff member present will:
- a) assess the danger;
  - b) assess the safest place for the children to wait for a replacement vehicle, or for repairs to be carried out;
  - c) call an ambulance and/or administer first aid if required; and
  - d) contact the centre to advise them of the situation.

14.2.13 Children who are walked from school to the Centre will meet the Playleader at an agreed place in the school grounds. The service will provide additional umbrellas for unexpected wet weather. All children will be required to walk together with the Playleader to the Centre.

## 15 Marketing & Communication

Area	Policy considerations
Philosophy	Meeting community needs, encouraging participation
Legislation	<i>Trade Practices Act 1975 (Cth); Fair Trading Act 1986 (WA); OSHC QA.</i>
Child	Continuity of quality care.
Parent	Information about the service, what is expected of them, that their family needs are met, access to the service when they need it, a way to raise complaints.
Staff	Information to provide to parents & people enquiring about the service, training in customer service, respect for their work within the community.
Management	Good communication between parents management, parent support for the service, the service has a positive image in the community, complaints about the service are heard and resolved.

### 15.1 Policy Statement:

The Centre will provide regular information about opportunities for parents and the community to participate and have input into, the services provided at the Centre. The Management Committee and staff will actively promote the positive aspects of the service to parents and the local community. Any parent or community concerns will be dealt with promptly.

### 15.2 How Policy Will Be Implemented (Specific Policies & Procedures):

15.2.2 A Parent Handbook will be provided to all families who use the service detailing operational information and policies and procedures.

15.2.3 Parents are encouraged to speak with staff members regarding any aspect of the care of their child at any time.

15.2.5 The Centre Brochure will provide general information about the Centre to prospective families.

15.2.6 Staff will be encouraged to attend training on customer service skills and will always greet children, parents and other visitors to the Centre in a positive and friendly manner (in person or over the telephone).

15.2.7 The Parent Grievance Procedure will be followed to address any concerns raised by parents about the service.

15.2.9 The Operator will organise social events for families and staff from time to time to encourage participation and maintain communication.

15.2.12 The service holds current information on relevant community resources and makes these available to parents.

## 16. Children’s Program

Area	Policy considerations
Philosophy	Children encouraged to develop to full potential; centre to provide safe, caring and supportive environment; individuals treated as equals.
Legislation	Equal Opportunity Act 1984 (WA), Community Services (Outside School Hours Care) Regulations 2002 (WA); Outside School Hours Care Handbook July 2000 (Cth); OSHC QA
Child	For individual needs to be met; social, physical, and emotional development; warm open environment; equal opportunity; stimulating play environment.
Parent	Information about their child’s activities, involvement and development; complementing their role as parent; opportunities for input.
Staff	Job satisfaction; recognition of professionalism; training and development opportunities; adequate resources.
Management	Professional staff who are able to provide appropriate programs.

### 16.1 Policy Statement

The centre will provide a program that is developmentally appropriate to the needs of the children attending the service. A program that stimulates and provides for each child's social, physical, and emotional development, including language skills and creativity.

### 16.2 How Policy Will Be Implemented (Specific Policies & Procedures)

**16.2.1 The Co-ordinator and Staff members will be responsible for the development of a program of activities that is developmentally appropriate, reflective of the centre philosophy/goals, and meets the children’s play, recreation and relaxation needs.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 78(1).)

16.2.2 Children will be asked for their input into the program to ensure **it is suited to each child’s skills, interests and cultural needs.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 78(2)(a) & (e).)

16.2.3 The program will be balanced ie. provide for: **indoor/outdoor learning experiences;** quiet/active times; individual/small group/large group times; time for individual staff/child interaction; children’s individual and group interests; **including physical, creative, exploratory, dramatic, cognitive and activities involving construction;** and be flexible to allow for spontaneity. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 78(2)(b) & (d).)

- 16.2.4 Programs will be displayed in a position where parents/guardians and children are able to see them and can discuss aspects of the program with staff. A copy of the Vacation Care Program will be given to each family. Parents/Guardians will be encouraged to have input into program development. (OSHC QA Principle 5.1.)
- 16.2.5 Programs will not contain religious teachings for children unless all religions and cultures are represented.
- 16.2.6 Programs will reflect the cultural diversity of families using the service.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 78(2)(e).)
- 16.2.7 The play and learning program will be child centred. **There will be alternative choices** when a child does not wish to participate in a particular activity. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 78(2)(c).)
- 16.2.8 Staff will ensure children’s supervision is appropriate to their stage of development and protects their safety and wellbeing at all times.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 39(1).)
- 16.2.9 Playleaders will be supportive and encouraging, and communicate with children in a friendly, positive and respectful manner. They will actively seek to build and maintain trusting relationships and encourage the individual contributions of all children. When communicating with children Playleaders will ensure they are at the child’s eye level. Children will never be singled out or made to feel inadequate at any time. (OSHC QA Principle 1.1)
- 16.2.10 Staff will be responsible for assessing the needs of the children, and for evaluating programs in relation to the stated philosophy/goals and children’s and families’ input. Staff will work with children’s ideas to negotiate experiences that can be implemented within the resources of the program. (OSHC QA Principle 4.3)
- 16.2.11 Staff will initiate and facilitate regular on-going communication with parents concerning their child.
- 16.2.12 When children first attend the centre the needs of both parents and children will be respected. Centre staff are experienced in encouraging children to feel at home and make new friends. The enrolling parent may telephone the centre during the time their child is attending for reassurance that their child has settled in, or **may visit the child at the premises at any reasonable time.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 67.) Staff will discuss the child’s emotional needs with the parent as issues arise.
- 16.2.13 As each child arrives at the centre they will be greeted by a staff member.
- 16.2.14 Routines will be built around the regular events of the day ie. arrival, attendance records taken, snacks/drinks, hand washing, lunch break (Vacation Care), and departure.
- 16.2.15 Small group meetings will be held regularly for children to have input into programs, plans for the centre, establishing and reviewing centre rules, equipment ideas etc. Staff will encourage everyone to have their say, to respect others’ opinions.

## 17. Diversity and Inclusion

### Considerations

Area	Policy considerations
Philosophy	<i>Respect for diversity; valuing differences and a wide range of social backgrounds, abilities and experiences.</i>
Legislation	Equal Opportunity Act 1984 (WA); Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA Principles 1.2 & 1.3.
Child	To feel accepted and equal; to have their individual needs recognised and met; to recognise discrimination and prejudice; to understand the value of diversity; to be treated fairly.
Parent	To be consulted about their own social and cultural backgrounds and have opportunities to participate in the service; to feel a valued member of the centre; to know their child is valued and included.
Staff	Open communication with parents; that all families value diversity and support the centre policy; training and resources to support diversity and inclusion at the centre.
Management	All staff to support diversity and inclusion policy; relevant up to date information on community values and needs.

### 17.1 Policy Statement

The centre believes that by valuing diversity, children, families and staff will create an environment free from bias and prejudice, in which children will learn the principles of fairness and respect for each other.

### How Policy Will Be Implemented (Specific Policies & Procedures)

- 17.2.1 Staff will actively seek information from children, families and the community, about their social backgrounds, cultures and beliefs, and use this information to provide children with a variety of experiences that will enrich the environment within the service.
- 17.2.2 Staff will use resources that reflect the diversity of children, families and the community.
- 17.2.3 Staff will be sensitive and attentive to all children, respect their backgrounds and abilities, and ensure that their individual needs are accommodated at the centre. Children with special needs will be provided with support so they can be included as equals within the service. This may require the assistance of social, ethnic or special needs services that the centre will access in collaboration with the child's family.
- 17.2.4 Staff will treat all children as equals and encourage them to treat each other with respect.
- 17.2.5 Staff will role model appropriate ways to challenge discrimination and prejudice, and actively promote inclusive behaviours in children.
- 17.2.6 Children will never be singled out, or made to feel inferior to, or better, than others. Staff and children will discuss incidents of bias or prejudice in children's play or relationships with each other, to help children to understand and find strategies to counteract these behaviours.

## 18. Equipment

### Considerations

Area	Policy considerations
Philosophy	Safe caring environment.
Legislation	Australian Standards; Fair Trading Act 1987 (WA) sections 49-57 Product Safety; Trade Practices Act 1974 (Cth) Sections 65B-65T Product Safety; Community Services (Outside School Hours Care) Regulations 2002 (WA); Occupational Safety & Health Act 1984 (WA).
Child	Safety, enjoyment, developmental value, learning, interactions, correct size of equipment for child of Primary School Age.
Parent	Children are safe, enjoying themselves, learning new things, equipment culturally inclusive and appropriate, suitable for different ages & levels of development. Children taught to care for things.
Staff	Equipment easy to maintain in a safe condition, appropriate to program of activities, easy to store & access.
Management	Price of equipment is within budget. Inventory of equipment for insurance & budget requirements; available locally; durability/maintenance; storage space available.

### 18.1 Policy Statement

**All equipment & toys purchased for the centre will meet Australian safety standards & be appropriate to the developmental stages, recreational needs, and interests of the children in care.** Toys of war are not considered appropriate.

**Centre management will ensure there is enough storage space on the premises to store equipment and materials safely.** Staff members will be diligent in ensuring that equipment and toys are kept in a safe and hygienic condition, and stored safely. Children will be taught to use equipment appropriately. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 47.)

### 18.2 How Policy Will Be Implemented (Specific Policies & Procedures)

18.2.1 The Co-ordinator will be responsible for the purchase of new items of equipment.

18.2.2 Staff and children's input in compiling a list of equipment will be sought.

18.2.3 All new equipment will be checked against Australian Safety Standards.

18.2.4 Children will be introduced to new pieces of equipment and taught how to use and care for them appropriately.

18.2.5 Equipment that should only be used under supervision will be stored in an area where children cannot access it.

18.2.6 **Equipment will be checked regularly by the staff to ensure it is in a clean and safe condition. Damaged, unclean or unsafe equipment will be immediately removed from use.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 50(1); and Occupational Safety & Health Act 1984 (WA).

## 19. Excursions

### Considerations

Area	Policy considerations
Philosophy	Children encouraged to develop to full potential; Provide safe, caring environment.
Legislation	Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA (Cth); Road Traffic Code 2000 (WA)
Child	Stimulating environment; wide range of experiences
Parent	Information about their child's activities; safety practices on excursions; option to withdraw their child from excursions if they wish.
Staff	Clear guidelines for excursions; appropriate staff: child ratios; support from parents; excursions to complement children's programs.
Management	To meet all legal requirements in relation to excursions.

### 19.1 Policy Statement

Excursions are considered to be an integral part of the children's program and will be arranged accordingly to provide a broad range of learning experiences for children. Parental permission will be sought for all excursions which will be organised to comply with the Community Services (Outside School Hours Care) Regulations 2002(WA).

### 19.2 How Policy Will Be Implemented (Specific Policies & Procedures):

**19.2.1 On outings from the centre children will at all times be in the charge of a senior adult contact staff member, who will be responsible for the supervision and management of the children** (see Policy 20. Guiding Children's Behaviour) **and of the other contact staff members and any volunteers accompanying the children.** The Co-ordinator will appoint a person in charge for each outing. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 83.)

**19.2.2 The contact adult: child ratio will be not more than 1:10 at all times for any excursion.** In determining if additional contact staff are required the contact staff member in charge of the excursion will consider:

- the age and abilities of the children
- the destination and length of the excursion
- the methods of transport
- the previous experience of the accompanying adults
- the type of activity.

(Community Services (Outside School Hours Care) Regulations 2002 – Regulations 84 & 85.)

**19.2.3 For excursions which include challenging activities such as abseiling, archery, bush walking, caving, horse riding or medium risk water activities, the contact adult: child ratio will not be more than 1:5.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 87(1) & 92(d).)

- 19.2.4** Excursions will be planned to provide opportunities for children to expand their understanding of the arts. eg. theatre, music, dance, drama, art exhibitions etc. (OSHC QA Principle 5.4.)
- 19.2.5** When excursions are planned staff will take possible changes of weather into account. They will ensure there are sufficient shaded areas for all the children to protect them from the sun, and under cover areas or enclosed areas to protect them from rain and cold weather. **The senior contact staff member will complete an Excursion Plan for each excursion.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 80(1)(a) & 82.)
- 19.2.6** **Where children are travelling in an A class motor vehicle seating no more than 8 people and fitted with seat belts for each person, 7 children may travel under the supervision of a responsible adult staff member. Children travelling in an A class vehicle must be restrained by a seat belt.** (Road Traffic Code 2000 (WA); see also Community Services (Outside School Hours Care) Regulations 2002 - Regulation 59(2) regarding travel in a utility, station wagon or panel van.)
- 19.2.7** **All excursions will be publicised to all parents/guardians** with details of destination, date, times of departure and return, and any special items children are required to bring. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 80(1)(b).)
- 19.2.8** **Written permission will be obtained from parents whose children are participating in the excursion. The parent’s signed authority will include the date, destination, times of departure and return, and transport arrangements.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 80(2) & 94; see also Parent Excursion Authority form – this section.)
- 19.2.9** **Children may be taken on walking excursions within the community when parents have signed the authority contained within the enrolment form.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 80(3).)
- 19.2.10** SPOSCI will not take children on excursions that involve swimming.
- 19.2.11** **Adult volunteers (over 16 years) may be used to augment adult: child ratio's on outings or sleepovers.** Parents/Guardians may be invited to assist in this regard. (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 84(b), 85(c) & 92(c) & (d).)
- 19.2.12** **A fully equipped and properly maintained First Aid Kit will be taken on all excursions from the premises.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 81(1).)

## 20. Guiding Children's Behaviour

### Considerations

Area	Policy considerations
Philosophy	To provide a secure, caring, stimulating environment.
Legislation	Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA Principle 2.3.
Child	To have their feelings acknowledged and accepted and be able to express their emotions appropriately; to feel safe and protected; to have their cultural, religious and racial diversity respected; consistent expectations.
Parent	Clear guidelines about acceptable behaviours; involvement in determining appropriate strategies for dealing with poor behaviour; avenues of support for parenting skills; non-judgemental communication from staff.
Staff	Appropriate training to deal with behaviour issues and to ensure that programs are meeting the child's developmental, social, emotional and cognitive needs; support from parents and management in dealing with difficult behaviours.
Management	Appropriately trained staff and budget to sustain this; support from relevant agencies and professionals to make appropriate decisions in the best interests of the individual child and other children in the child care setting.

### 20.1 Policy Statement:

The centre will provide a secure, caring and stimulating environment which encourages children to co-operate, enhances their self esteem and fosters their positive interactions with others. Staff will promote acceptable behaviour and endeavour to build relationships with children based on mutual respect and trust.

### 20.2 How Policy Will Be Implemented (Specific Policies & Procedures):

20.2.1 Parents/guardians will be made aware of expected child behaviours at the centre via the Parent Handbook.

**20.2.2 Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 79(1); OSHC QA Principle 2.3.)

20.2.3 Children will be encouraged to express their feelings in acceptable ways and to settle their differences in a peaceful manner.

20.2.4 Staff will demonstrate acceptable behaviours during the course of their interactions with all children. Their role modelling will encourage positive and responsible behaviour within the areas of:

- a) socially accepted behaviour
- b) interaction with peers
- c) maintaining a safe and caring environment

20.2.5 Staff will show their respect by using normal tone and volume when speaking with children where ever possible; allowing older children greater freedom and responsibility

in recognition of their developmental stage; and working co-operatively with children to solve problems. Positive behaviours will be encouraged by redirecting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.

**20.2.6 No child will receive any form of corporal punishment eg. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, or withheld food or drink as a form of punishment.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 79(2).)

20.2.7 Parents/Guardians who wish to discipline their own children whilst in the centre will not at any time use any form of corporal punishment or use unacceptable language.

20.2.8 Children will be encouraged to walk whilst indoors and to use quiet voices whilst talking and playing. Staff and parents/guardians should discourage children from climbing up onto furniture.

20.2.9 The Centre believes that developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. The consequences of negative behaviour will be discussed with the child and will be consistently followed through. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

20.2.10A “cooling off” period may be needed so the child can calm down before discussing what happened and sharing their feelings with the playleader. Playleaders will always talk to the child quietly and as an equal, and preferably away from the rest of the group. Time out to cool down will vary from child to child and may include: listening quietly to soothing music, going for a walk; doing something physical i.e. shooting baskets or kicking a football, sitting quietly with a book, talking to a close friend, being left alone (but not out of sight of staff).

20.2.11 Where a dispute or conflict occurs staff will talk to all the children involved, be calm, fair, and positive in their assessment of the situation. Wherever possible the children will be involved in deciding on the appropriate course of action to follow. Staff will not react to conflict situations by getting angry themselves. If a staff member feels upset in a particular situation, they will ask for assistance from another staff member while they remove themselves from the incident to regain their composure.

20.2.12 If a child's behaviour places him/herself or another child in danger, staff will act immediately to prevent the danger, and then talk through the problem with the child or children concerned.

20.2.13 If children consistently displays unacceptable behaviour the senior staff member will ensure:

- a) the expectations of the child's behaviour are realistic and appropriate to their developmental level;
- b) the child understands the limits;
- c) there is no conflict between centre, school and home expectations;

- d) the child's needs are being met;
- e) the child has no impediments which may cause the unacceptable behaviour; and
- f) strategies are consistently followed by all playleaders in contact with the child.

20.2.14 The Co-ordinator/ is available to discuss and assist with any concern a parent may have in respect of their child's behaviour or participation in the program.

20.2.15 If unacceptable behaviour persists the Co-ordinator will jointly, with the parent/guardian, seek advice from an appropriate agency or professional.

20.2.16 After all of the above procedures have been exhausted the following steps will apply:

- a) The Coordinator will contact to the parent asking that they attend to their child's behaviour. The child will be given reasonable time to respond positively to new strategies and the parent will be supported in this as far as possible.
- b) If there is insufficient improvement the Coordinator will write to the parent to advise them of this, and to explain that the child's attendance at the Centre is suspended for the next week in order to give the child time to modify his/her behaviour. After this time the child may return to the centre and will be given reasonable time to display a positive change in behaviour.
- c) If the child does not demonstrate a positive change in behaviour the Coordinator will write to the parent to explain that the child's attendance at the Centre will be suspended until such a time as the behaviour is satisfactorily addressed in the opinion of the Coordinator.
- d) After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Co-ordinator will discuss alternative care with the parent/guardian, in consideration of the health and safety of the other children in care.
- e) In the case of severe behaviour which threatens self harm or bodily harm to staff or other children, the parent will be informed the child will be suspended or dismissed instantly.

## 21. Addressing Bullying Behaviour

### Considerations

Area	Policy considerations
Philosophy	Provide a safe, supportive environment
Legislation	Community Services (Outside School Hours Care) Regulations 2002 (WA) – Regulation 79(3); OSHC QA Principle 2.3.
Child	To feel safe, to learn protective behaviours; to build positive relationships; to learn conflict resolution skills; to know what to do if they are being bullied or witness incidents of bullying; skills in anger management.
Parent	To have their concerns for their child taken seriously and acted upon; to be involved in deciding on appropriate actions for their child in relation to bullying behaviour.
Staff	Professional development in conflict resolution skills, group management techniques and assertiveness training; clear policies to follow; support from parents and schools in addressing bullying behaviour.
Management	Support from relevant agencies and professionals; appropriately trained staff; to ensure the safety and protection of all children at the centre.

### 21.1 Policy Statement:

All children who attend SPOSCI have the right to enjoy their play and friendships in a caring environment. The service will assist children to establish a network of people they can speak to about any concerns they may have, and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying incidents at the centre.

### 21.2 How Policy Will Be Implemented (Specific Policies & Procedures):

21.2.1 Staff will discuss the issue of bullying behaviour with children and make it clear that this kind of behaviour is not acceptable at the centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviour.

21.2.2 Whenever an incident of bullying is reported to, or observed by a staff member, they will:

- a) Intervene immediately to stop the bullying behaviour.
- b) Talk with each child separately.
- c) Consult with other staff members to get a wider reading on the problem, and to alert them to the incident.
- d) Minor incidents will be resolved with positive guidance to redirect the bully, reassure the victim, and aim to achieve reconciliation between the bully and the victim.
- e) Staff will understand that bullies often try to minimise or deny their actions and responsibilities.
- f) Staff will reassure the victim that all possible steps will be taken to prevent a re-occurrence of the bullying, and will ensure that appropriate measures are taken to achieve this.

- g) Any serious or repeated incidents will be reported to parents/guardians. Depending on the situation this could be immediately through a telephone call, or when they come to collect their child at the end of the day.
- h) Parents will be involved in designing a creative action plan whenever possible.
  - For victims this will involve helping the child to develop their assertiveness skills and confidence.
  - For bullies the plan would involve specific programs to modify their behaviour, including increased supervision, anger management/encourage their efforts towards respectful behaviour. If incidents of bullying are serious or cannot be resolved, they may be suspended by the coordinator, (on a temporary or permanent basis).

21.2.3 Staff will teach children caring, non-violent, respectful and tolerant ideas, values and behaviours through:

- a) encouraging positive, friendly and supportive behaviours of children towards each other;
- b) modelling positive, respectful, inclusive and nurturing behaviours towards children, families and other staff;
- c) planning and implementing co-operative, non-competitive activities.

21.2.4 Parents are asked to tell a staff member in the event of a bullying incident, or if they suspect that bullying has occurred. Parents are also asked to emphasise the importance of courtesy, consideration and respect in everyday life, with their child.

21.2.5 Staff will be given opportunities to attend training that will assist them to:

- a) identify bullying behaviour;
- b) resolve conflicts;
- c) manage groups of children; and
- d) be assertive.

## 22. Gun/weapon & violent Play

### Considerations:

Area	Policy considerations
Philosophy	Gentle, respectful, peaceful environment emphasising tolerance and empathy.
Legislation	
Child	Creative play encouraged; to know the difference between real and fantasy; guidance in appropriate play; not to feel frightened or intimidated; to have clear guidelines; to be aware of how their behaviour effects others.
Parent	Their children and play areas to be safe; their children not to feel intimidated by other children's play; clear guidelines; communication; opportunities to input into policy.
Staff	Clear guidelines and policies; support and open communication with parents; training on how to implement.
Management	Support of staff and parents in promoting peaceful play within the centre.

## 22.1 Policy Statement

Staff will guide children to respect the rights and feelings of others by not allowing rough play or violent games. SPOSCI does not allow the making of guns or other weapons for play. Violent toys such as guns or weapons are not to be brought to the centre, or purchased as equipment.

## 22.2 How Policy Will Be Implemented (Specific Policies & Procedures)

22.2.1 Staff will model behaviour that is gentle, non-violent, inclusive, fair, and empathetic.

22.2.2 Staff will discuss any concerns or observations they may have in regard to children's behaviour with parents, and decide with parents on strategies to deal with any violent or aggressive play.

## 23. Staff Selection

### Considerations:

Area	Policy considerations
Philosophy	Create warm, caring environment. Ensure rights of staff are recognised & observed.
Legislation	Equal Opportunity Act 1984 (WA), Federal Dismissal Laws in Industrial Relations Act 1988 (Cth), State Industrial Laws, in Industrial Relations Act 1979 (WA) and Workplace Agreements Act 1993 (WA), requirements under Child Care (Outside School Hours - Playleaders) Award & W.A. Children's Services (Interim) Award 1996; Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA; Privacy Act 1988 (Cth).
Child	Continuity of staff - warm & caring staff - staff with appropriate knowledge to provide appropriate programs & routines.
Parent	Opportunities to communicate openly with staff members
Staff	Fair selection procedures, secure employment, fair conditions, people who can work as part of a team.
Management	The best person available for the position advertised. To attract staff and encourage them to stay.

### 23.1 Policy Statement:

Staff selection at the centre will be conducted through fair and consistent processes that reflect Equal Opportunity Legislation. SPOSCI aims to employ the best person available for the position advertised.

### 23.2 How Policy Will Be Implemented (Specific Policies & Procedures):

**23.2.1 The advertising of staff positions will comply with Equal Opportunity Legislation.**

23.2.2 SPOSCI will request applications in writing that address the selection criteria for the position and include the names and contact numbers of two referees.

**23.2.3** The Management Committee should ensure that each position’s job description and selection criteria will:

- a) reflect the centres philosophy of creating a warm and caring environment
- b) include a requirement for good communication skills
- c) include appropriate knowledge to meet the children's needs
- d) ensure listed qualifications meet requirements of Community Services (Outside School Hours Care) Regulations 2002 (WA).
- e) be current and pertinent to the position
- f) include information about medical and National police clearance requirements. (Community Services (Outside School Hours Care) Regulations 2002 (WA)).

**23.2.4** A selection panel will be formed comprising of at least two people, one of whom should be the Coordinator, and one a member of the management committee.

**23.2.5** The selection panel will evaluate each application in accordance with the selection criteria.

**23.2.6** The shortlisted applicants will be invited for an interview. **Each applicant will be asked the same questions and their responses noted by the panel.** (Equal Opportunity Act 1984 (WA).) **Applicants will be asked for permission prior to contacting their referees.** (Privacy Act 1988 (Cth).)

**23.2.7** Applicants will be required to show the original documents of their Federal Police Certificate, First Aid Certificate and relevant qualifications.

**23.2.8** After the interviews the panel will determine which applicant most fully meets the selection criteria. This applicant's referees will be contacted and their suitability confirmed.

**23.2.9** Unsuccessful applicants will be notified. Applications will be kept securely on file.

## 24. Staff Orientation

### Considerations

Area	Policy considerations
Philosophy	Ensure rights of staff are recognised & observed
Legislation	Occupational Safety and Health Act 1984 (WA) - duty on employers to inform, instruct and train employees in S.19; OSHC QA.
Child	Continuity of care; informed staff
Parent	Assistance in getting to know new staff members
Staff	Existing staff: new team members who are able to perform required tasks and understand the operation of the centre. New staff: introductions to existing staff; clear expectations about their working arrangements; opportunities to ask questions before and after commencing employment; copies of relevant policies/handbooks.
Management	Well informed new staff who are able to perform their role effectively.

## 24.1 Policy Statement:

New staff will receive an orientation to the Centre and their position. They will be provided with introductions, information about their working arrangements and explanations about the centre's philosophy, policies and procedures.

## 24.2 How Policy Will Be Implemented (Specific Policies & Procedures):

New staff will meet with the Co-ordinator who will:

- a) show the new staff member around the Centre and provide introductions to the other staff members;
- b) provide the new staff member with a copy of the Staff Handbook;
- c) discuss and highlight important aspects of the Staff Handbook and allow the staff member time to familiarise themselves with the contents;
- d) show staff member the location of the Centre's Policy and Procedures file;
- e) provide the new staff member with a copy of the relevant Award/Industrial Agreement under which they are employed;
- f) provide the new staff member with relevant forms in relation to taxation, superannuation, union, payment of salary;
- g) advise the new staff member about the centre's management structure and their lines of responsibility and communication with management;
- h) provide the new staff member with their Job Description and discuss their working arrangements and the centres expectations of them; and
- i) clarify any questions in regard to the employee's contract of employment.

## 25. Conditions Of Employment

### Considerations

Area	Policy considerations
Philosophy	Ensure rights of staff are recognised & observed
Legislation	Equal Opportunity Act 1984 (WA); Industrial Awards; Occupational Safety and Health Act 1984 (WA); Federal and State Industrial Laws; Minimum Conditions of Employment Act 1993 (WA); Industrial Relations Act 1988 (Cth); Income Tax Assessment Act 1936 (Cth); Superannuation Guarantee Charge Act 1992 (Cth); Community Services (Outside School Hours Care) Regulations 2002 (WA)
Child	Happy staff
Parent	To know the staff are treated fairly
Staff	Secure employment, fair working conditions, clear policies re: appraisal, grievance procedures, discipline, dismissal. Family responsibilities considered by employer.
Management	To ensure good working conditions are provided. Encourage staff to make long term commitments to the service.

### 25.1 Policy Statement:

The Centre ensures that **staff conditions are in concurrence with Equal Opportunity Act 1984 (WA), Federal and State Industrial Laws, Income Tax Assessment Act 1936 (Cth),**

**Superannuation Guarantee Charge Act 1992 (Cth), Occupational Safety & Health Act 1984 (WA) and applicable Award/ Industrial Agreement conditions.**

## **25.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

**25.2.1 All relevant conditions found in the Award/Industrial Agreement will apply to all employees employed in accordance with that Award/Agreement.** (See Child Care (Out of School Care – Playleaders) Award Summary.

**25.2.2** An initial Staff appraisal will take place within 3 months of employment to ensure new staff are clear about their responsibilities and the services expectations of them, and thereafter at least every 12 months.

**25.2.3** Grievance procedures which include discipline and dismissal procedures are detailed under Staff Grievance Procedures Policy.

**25.2.4** Annual leave will be rostered to ensure required staffing levels are maintained. Staff members will apply for leave on a Leave Application Form. Leave may be accumulated for a maximum of 2 months before being taken. Every effort will be made to support staff who need to fulfil family responsibilities.

**25.2.5** Applications for leave without pay will be determined by the Co-ordinator.

**25.2.6** Shift rosters for Vacation Care programs and Pupil Free days will be compiled by the Co-ordinator after consultation with the staff concerned and taking into account:

- a) individual needs and circumstances of the staff and their family responsibilities;
- b) maintenance of the required staff: child ratios.

During Vacation Care and Pupil Free days staff break times will be on a flexible basis to ensure staff: child ratios are always maintained.

**25.2.7** If any staff wish to work in a job-share arrangement the following provisions will apply:

- a) Maximum one position in the Centre to be shared.
- b) The share should be 3:2 days per week or fortnight.
- c) Both parties will attend staff meetings, program planning and other duties as required.
- d) During annual leave taken by one party, the remaining partner will take over full time.
- e) Workers forming job-share partnerships should be compatible in skills.
- f) Each individual worker must have a separate contract of employment, specifying the nature of the job-share arrangements and including severability in the share arrangements due to unresolvable conflict with the partner, or inability to find a suitable replacement following resignation of one partner.

**25.2.7 All staff are required to maintain a high level of Confidentiality.**

**25.2.8** Staff may accept or make brief telephone calls during their regular break or at times agreed as convenient by the Co-ordinator.

**25.2.9** Staff should wear suitable clothing as detailed in the ‘staff dress code’ (see staff handbook).

- 25.2.10** Staff must wear a hat and sunscreen whilst outside.
- 25.2.11 Smoking is not permitted on the child care premises or within sight of the children.** (Community Services (Outside School Hours Care) Regulations 2002 (WA); Occupational Safety & Health Act 1984 (WA).)
- 25.2.12 The centre will not employ a member of the Management Committee as this will be in breach of the Rules (Constitution) of the Association.** In the circumstance that a committee member was offered employment at the centre they would be required to stand down from the committee before taking up the offered position. (Community based services only – Associations Incorporation Act 1984 (WA).)
- 25.2.13 Wages** will be paid fortnightly by direct banking.
- 25.2.14** In the case of a summons to appear in court or for Jury Duty the employee is required to notify the Co-ordinator as soon as possible providing as much information as possible in relation to dates and the duration they will be absent from work. Payment of wages for this absence will only be made if the court appearance is related to the employee's work at the centre. Details of the employee's loss of earnings should be provided to employees for their application for recompense from the courts.
- 25.2.15** Staff are required to attend staff meetings that will be held weekly.
- 25.2.16** Staff are required to inform the Co-ordinator as early in the day as possible if they are unable to report to work, so that relief staff can be arranged. If the Co-ordinator is absent then the Senior Staff person must be informed.
- 25.2.17** All staff members are required to sign a timesheet for each pay period.
- 25.2.18** The drinking of alcohol on the premises is not permitted during work hours. A person reporting for duty under the influence of intoxicating liquor or drugs will be suspended for the day without pay and receive a formal written warning for unacceptable work performance.
- 25.2.19 Contact staff members are required to provide a National Police Certificate within 30 days of employment and thereafter every 2 years.** (Community Services (Outside School Hours Care) Regulations 2002 (WA) – Regulation 42.)
- 25.2.20** Volunteers will be asked to provide a police certificate if their work with SPOSCI is ongoing. If volunteers are present at the service for a single session they will be supervised by SPOSCI staff at all times. Volunteers will not be left alone with children at any time.
- 25.2.21** If a Police certificate is not provided within 15 days of a request, the staff member, in accordance with this policy, will be given a formal warning and a further 5 days to provide the certificate.

If the certificate is not provided within this extra period, the staff member will be given a final warning and a further 5 days to provide the certificate.

If the certificate is not provided within the 5 days the staff members continuing employment with SPOSCI will be considered.

**25.2.22** If the Police certificate does not come back clear, the Coordinator will meet with the President and Vice President of the management Committee to consider the nature of the offence recorded, (if it is one which is specified in legislation as precluding the person working in childcare).

This group will determined whether the persons employment will be terminated or whether the offence is of such a nature that benefits of retaining the staff member outweighs the fact that the person does not have a clear certificate.

The decision of the group shall be final.

**25.2.23** The employer will negotiate the introduction of any major change in the workplace with the employees who will be affected.

## **26. Staff Appraisal, Training & Development**

### **Considerations**

<b>Area</b>	<b>Policy considerations</b>
Philosophy	Provision of high quality child care; support for staff
Legislation	Equal Opportunity Act 1984 (WA), Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA.
Child	Quality programs/well trained staff
Parent	Skilled staff
Staff	Job satisfaction - identify where performing well, determine actions for enhancing job performance and future training and development
Management	To assist staff to perform to their optimum capability and provide opportunities for advancement within the workplace.

### **26.1 Policy Statement**

The Centre seeks to attain high quality care through its support systems for staff that provides opportunities for advancement, further training and development.

### **26.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

26.2.1 Staff will be introduced to the appraisal system during orientation.

26.2.2 An initial staff appraisal will take place within 3 months of employment (and thereafter every 12 months) to ensure new staff are clear about their responsibilities and the services expectations of them.

26.2.3 A mutually agreed date for the performance appraisal will be set prior to the performance appraisal interview.

26.2.4 The appraisal process will

- a) focus on the staff member's activities as outlined in the Job Description;
- b) provide an opportunity for self assessment;
- c) be positive and constructive;
- d) include an action plan for further training and/or development.

26.2.5 Performance Appraisal will be used as a tool for identifying staff training needs.

26.2.6 The Coordinator will ensure provisions for staff training and development are included in the annual budget.

26.2.7 The Co-ordinator will be responsible for co-ordinating training for the staff.

26.2.8 Training may be in one of the following formats:

- Staff share their expertise in training events held at the Centre
- An outside presenter runs a workshop for all staff at the Centre
- Staff attend external workshops, conferences and feedback to the rest at staff meetings.
- Staff complete short TAFE or University courses
- Staff are granted study leave to pursue further vocational studies.
- Staff learn through changes in position within the centre.

## 27. Grievance Procedures: Staff

### Considerations

Area	Policy considerations
Philosophy	Providing quality care. Harmonious, warm and positive working environment. Positive team management
Legislation	Requirements under Child Care (Out of School Care - Playleaders) Award; Federal unfair dismissal legislation - Industrial Relations Act 1988 (Cth); State Unfair Dismissal Legislation - Industrial Relations Act 1979 (WA).
Child	Need and respect for a harmonious, happy environment; role model for interactions.
Parent	Harmonious environment for their child
Staff	Opportunity to voice concerns/issues in a positive & confidential manner; staff team works well together; team members support each other.
Management	Effective grievance policy in place in order to make informed decisions; to deal with grievance in a positive manner; to address all grievances promptly.

### 27.1 Policy Statement

The centre fosters positive relations between staff and management. Every staff member has the right to a harmonious and responsive work environment. Solutions are sought to resolve disputes, issues or concerns of staff.

### 27.2 How Policy Will Be Implemented (Specific Policies & Procedures):

27.2.1 Every employee is provided with clear written guidelines detailing grievance procedures.

27.2.2 All confidential conversations/discussions should take place in a quiet area away from children, parents and other staff.

27.2.3 The grievance policy for staff is reviewed and evaluated whenever an incident occurs, to ensure the processes are clear and non-discriminatory.

### **27.3 Establishing Guidelines**

Disputes and conflicts at the Centre may be avoided if clear guidelines are in place. All employees should have copies of their duty statement, conditions of employment and detailed guidelines about the centre's philosophy, policies and procedures. Regular reviews of employee's performance at the centre should be undertaken. In these reviews the employee should be helped to set goals for improvement and should be offered whatever support the Centre can provide towards achieving their goals.

### **27.4 Procedure For Dealing With Staff Conflict**

- If the behaviour of another staff member is interfering with a staff member's work then the affected staff member should advise that person of the problem direct and try to work out a mutual resolution.
- If the problem remains unresolved the affected person should approach the Co-ordinator for advice
- or
- If the dispute is of an extremely sensitive nature or involves the Co-ordinator, the affected person should contact the Management Committee President/Vice President for negotiation of a settlement.
- If the Management Committee representative is unable to negotiate a settlement the matter needs to be referred to a mediator for final resolution (costs associated with mediation will be split 50/50 by prior agreement).

### **27.5 Procedure for Dealing with Poor Work Performance and Unacceptable Behaviour**

The following procedure for dealing with poor work performance and unacceptable behaviour consists of four stages but if the grievance is resolved at an earlier stage then it is not necessary to follow all the procedures listed.

#### Stage I - Verbal Warning

- An employee should be verbally informed of any complaint concerning their work performance, and given the opportunity to respond to the concerns expressed and changes required.

- An informal, unminuted interview should be held, attended by the employee and one or more of the following persons - Co-ordinator/ Management Committee representative. (Although unminuted, a record should be made that the interview took place).
- Concerns about the employee's work should be specific and relate to the job as summarised in the job description. An outline should be given to the employee on how they must improve their performance and a review period set for 1-4 weeks depending on the particular circumstances.
- Any support that the employee requires to make the required changes should be identified and appropriate steps made to implement.
- Monitor the employee's performance. Notify them of continuing unsatisfactory performance and record this for the second interview.

### Stage II - Written Warning

- If the employee's performance has not improved the employee is to be advised with reasonable notice of the date, time and reason, of the second interview, which will be a formal documented interview. This will allow for the employee to arrange attendance by a workplace union representative, union organiser, or their chosen representative if desired.
- A formal documented interview should be held with a copy of the record of the interview provided to the employee, the Co-ordinator and one placed on the employee's file. Documentation to include:
  - (a) Specific details of performance standards not being achieved or not maintained.
  - b) Action to be taken if standards are not achieved or maintained.
  - (c) The date at which the performance will be reviewed.
  - (d) Signatures of all relevant parties at the interview that it is an accurate record of the proceedings, but on the part of the employee does not necessarily indicate their agreement.

If the employee disagrees with the assessment then there must be a right of written reply which will also be attached to the file.

### Stage III - Written Warning

- If performance does not improve a second formal documented interview is held. A verbal warning is given followed up by a "Letter of Warning" which includes specific areas where improvements must be achieved, the consequences for lack of improvement (that job loss may be the final result), and the review date.

- Documentation of the interview follows the same requirements as set out in Stage II.

Stage IV - Final Written Warning

- The Co-ordinator/ Management Committee representative conduct a third formal documented interview with the employee in which another written warning is given. If the employee's response is unsatisfactory, they will be advised that their continued employment is under review.
- All other procedures as set out in Stage II will be followed.

**Termination of Employment**

- If the interviewing panel believe that the employee's performance has not improved after a 4 week period the Stage IV interview, the employee should be invited to explain why they should not be dismissed, and to raise any issues that may warrant special consideration. The interviewing panel must then decide whether to recommend;

- (a) Alternative employment (which may be a demotion), is available and should be offered. If the employee does not accept then the Centre may issue a notice of dismissal. If the employee accepts, a new contract is issued "without loss of service".

or

- (b) Employment should be terminated.

A dismissal notice should include the effective date of dismissal, reasons for dismissal and termination of payment as per award entitlement. The length of notice of dismissal, detailed in the relevant award, is usually two weeks. An employee may be paid out in lieu of such notice.

Under the Federal unfair dismissal laws the length of notice which the employer must provide relates to the employees length of continuous service and age (if over 45yrs).

Employee's Continuous Service	Notice or Payment in lieu of Notice	Notice or Payment in lieu of notice if over age 45
Not more than 1 year	1 week	1 week
More than 1 year but less than 2 years	2 weeks	2 weeks
More than 2 years but less than 3 years	2 weeks	3 weeks
More than 3 years but less than 5 years	3 weeks	4 weeks
More than 5 years	4 weeks	5 weeks

This requirement is in respect of both award-free and federal and state award covered employees. These are minimum requirements only. If an employee is entitled to greater notice under an applicable Award/Industrial Agreement the employer must meet this obligation. Therefore people in the Child Care Industry, paid under an applicable Child Care Award will usually be entitled to a minimum of two weeks notice.

## **27.6 Unlawful Dismissal**

Reforms to the Federal Governments Industrial Relations Law have been introduced to protect employees from being unfairly dismissed.

An employee cannot be dismissed without a valid reason. An employer is not allowed to dismiss an employee because of:

- temporary absence because of illness or injury (except unpaid sick leave more than 3 months)
- union membership
- non-membership of a union
- acting as an employee representative
- making a legal complaint against the employer
- race, colour, sex, sexual orientation, spent convictions, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin - unless termination for any of these reasons is based on the inherent requirements of the job (there is also partial exception for religious institutions).
- absence from work during maternity or parental leave.

## **27.7 Procedure For Dealing With Serious Unacceptable Behaviour/Gross Misconduct**

*Where an employee in the workplace:*

- (a) Intentionally endangers life.
  - (b) Is found stealing.
  - (c) Reports to work under the influence of drugs or alcohol.
  - (d) Inflicts or threatens physical or sexual abuse or harassment.
  - (e) Engages in any other kind of behaviour that strikes at the heart of the employment relationship.
- 
- The Operator suspends the employee without loss of pay pending an investigation. The investigation is to be completed as soon as possible.
  - The written results of the investigation should be sent to the employee and an interview arranged to allow the employee to respond.
  - The employee needs to be advised that they are welcome to have a representative at the interview if they wish.
  - The interview is to be attended by the Co-ordinator/ Management Committee representative, the person reporting the unacceptable behaviour, the employee,

and the employee’s representative if desired. The employee is to be advised formally of the findings of the investigation and asked to respond.

- The employee’s responses to the investigation results should be assessed:
  - If acceptable to the Management Committee, then either the matter will come to an end there and then, or a warning may be issued if appropriate;
  - If further investigation is required, then the above steps will be repeated;
  - If not acceptable, then a decision will be made by the Management Committee to terminate immediately with written confirmation to follow.

It is not necessary to give the minimum notice or compensation in lieu of notice if the employee is guilty of misconduct that would make it unreasonable to continue employment throughout the notice period. In this case salary shall be paid up to the time of dismissal only.

## **28. Staff Baby-Sitting Children Who Attend the Centre**

### **Considerations**

<b>Area</b>	<b>Policy considerations</b>
Philosophy	<b>Equity, supporting child care community</b>
Legislation	Privacy Act 1988 (Cth); Equal Opportunity Act 1984 (WA)
Child	All children treated the same – no favouritism
Parent	Maintain confidentiality of personal information
Staff	Maintain confidentiality of personal information
Management	Maintain integrity of employment relationship with employees; ensuring confidentiality maintained within the service.

### **28.1 Policy Statement:**

The Centre understands that individual parents and staff have the right to make private childcare arrangements if they choose. The centre should ensure that these private arrangements do not adversely effect any other child or family that uses the service, or any other staff member employed by the service.

### **28.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

**28.2.1** Staff who enter into private baby-sitting arrangements with parents, are required to maintain the centre’s confidentiality.

**28.2.2** Staff and parents should make contact outside of the centre’s opening hours to make any baby-sitting arrangements.

**28.2.3** All children who attend the Centre must be treated equitably by all staff, regardless of relationships that may be developed with children through private baby-sitting arrangements with families.

## 29. Health

### Considerations

Area	Policy considerations
Philosophy	Children to be cared for in a healthy environment.
Legislation	Health Act 1991 (WA) and its regulations; Occupational Safety and Health Act 1984 (WA), Health (Food Hygiene) Regulations 1993 (WA). Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA
Child	Protection from infection, clean hygienic environment, instruction about personal hygiene, appropriate clothing, developmental opportunities.
Parent	To feel confident that their child's health and well being & development is Cared for.
Staff	Protection from infection, clean hygienic environment, appropriate equipment to ensure high level of hygiene, clear guidelines in relation to their duty of care, provision of necessary personal protective equipment.
Management	Staff to maintain appropriate levels of hygiene and cleanliness to meet required standards; parents to co-operate in keeping sick and infectious children away from the centre.

#### 29.1 Policy Statement:

The centre aims to provide a healthy environment in which children will be cared for. Staff will maintain high levels of hygiene and follow procedures to prevent and control the spread of infection.

#### 29.2 How Policy Will Be Implemented (Specific Policies & Procedures) :

##### 29.2.1 Hygiene

- a) **All staff are required to observe and maintain high standards of hygiene in the provision of the Outside School Hours Care service.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 96.)
- b) Staff will be provided with training on infection control. (OSHC QA Principle 6.3)
- c) Hand washing is considered to be the most effective way of controlling infection in the centre. Staff and children should wash their hands:
  - before all clean tasks eg handling and preparing food and eating
  - after all dirty tasks eg toileting, cleaning up faeces, vomit or blood, wiping a nose, playing outside, handling animals.
- d) The proper technique for washing hands is to:
  - use soap and warm running water
  - wet hands and add soap
  - rub hands vigorously for 5-10 seconds
  - wash all surfaces, including the back of the hands and between the fingers
  - rinse hands well under running water for 5-10 seconds
  - dry hands well with disposable paper towel
  - turn off taps with the paper towel
  - dispose of paper towel.

- e) Notices which clearly explain effective hand washing procedures, will be displayed next to hand washing basins. (OSHC QA Principle 6.3)
- f) The centre will ensure that toilets and hand washing facilities are easily accessible to children. Children will be encouraged to flush toilets and wash hands after use.
- g) Toys, equipment and dress-up clothes will be cleaned and sanitised regularly.
- h) Surfaces will be cleaned with detergent after each activity and all surfaces cleaned thoroughly daily. Areas contaminated with body fluids will be disinfected.
- i) Utensils will be washed after each use. Staff will encourage children not to use drinking or eating utensils that have been used by another child or dropped on the floor.
- j) Staff will ensure that children do not eat food that has been handled by another child (except where a child has washed their hands and is helping to prepare food), or that has been dropped on the floor.
- k) Food will be prepared; kept and served hygienically.** (Health (Food Hygiene) Regulations 1993 (WA).)
- l) The principles of hygiene will be included in the child's program and staff will initiate discussion about these subjects with groups and individual children at appropriate times.
- m) Information on hygiene principles and practices will be displayed in the reception area and drawn to the attention of all parents on a regular basis.
- n) Any animal or bird kept at the outside school hours centre will be maintained in a clean and healthy condition and will be kept in an area that is separate and apart from any area used by the children.** Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash their hands after touching animals. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 52(1) & (2).)

### **29.2.2 Immunisation**

- a) It is a requirement that a record of the child's current immunisation status will be kept at the centre.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 60(2)(k).)
- b) The centre will keep a stock of Health Department information pamphlets for parents and staff, on immunisation (OSHC QA Principle 6.3)

### **29.2.3 Exclusion**

- a) Children and staff with infectious diseases will be excluded from the centre in accordance with the National Health and Medical Research Council guidelines.** (See guidelines – this section. Community Services (Outside School Hours Care) Regulations 2002 – Regulation 95(4) & (5).) A medical certificate is required after contracting

diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before the adult or child can be re-admitted to the centre.

- b) Non- immunised children will be excluded during an outbreak of specific diseases such as measles and whooping cough at the centre, in line with the National Health and Medical Research Council guidelines.
- c) The centre will display a notice at the entrance **to notify staff members, parents of enrolled children and visitors to the premises of an exclusion due to infectious disease.** ((Community Services (Outside School Hours Care) Regulations 2002 – Regulation 95(6).)
- d) If a child is unwell at home parents/guardians are asked not to bring the child to the centre.
- e) If a staff member is unwell they should not report to work. Staff members should contact the Co-ordinator at the earliest possible time to advise of their inability to report to work.
- f) The service will keep a supply of current Health Department resources on common infectious diseases, which are available to parents and staff. (OSHC QA Principle 6.3)

#### **29.2.4 Management of Unwell Children at the Centre.**

- a) **If a child becomes unwell whilst at the centre the parents/guardians will be notified** and asked to take the child home. The child will be made comfortable and separated from the other children until the parent/guardian arrives. ((Community Services (Outside School Hours Care) Regulations 2002 – Regulation 95(8).)
- b) **All illness at the centre is recorded in the accident/illness record.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 62. See Policy on Safety for an outline of this record form).

#### **29.2.5 Medication**

- a) The giving of medication to children will be strictly monitored to ensure children's safety and welfare.
- b) Whenever possible medication should be administered by parents at home.
- c) Parents are asked to consider whether their children who require medication are well enough to be at the Centre, and to keep them at home if they are unwell.
- d) **Medication will only be administered by the centre staff if:**
  - i) **It is prescribed by a Doctor and has the original pharmacist's dispensing label, or letter from the child's Doctor, detailing the child's name, name of medication, dosage, frequency, the way it is to be administered, date of dispensing and expiry date. And;**
  - ii) **The parent/guardian has completed and signed an authority to give medication**

**form on the day on which the medication is to be administered.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 61(1) & (2), and 95(1).)

- e) Medication must be given directly to a staff member and not left in the child's bag or locker.
- f) **Before medication is given to or self administered by an enrolled child, the staff member will verify the correct dosage with another staff member. After the administration of the medication the staff member will complete the following details on the authority to give medication form – date, time, dosage, medication given, person who administered, person who verified.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 61(1) & (2) and 95(1).)
- g) **Medication must not be self administered by an enrolled child without the direct supervision of a contact staff member, except in the case of a non-prescription asthma inhaler,** where the centre has received a doctor's letter, advising of the need for the child to carry the inhaler. (Community Services (Outside School Hours Care) Regulations 2002 – Regulations 95 (2) & (3).)
- h) Children with allergies require a letter of confirmation from their Doctor, which explains what the child's reaction is likely to be, and what action staff should take if an allergic reaction occurs. Doctors are no longer permitted to provide this kind of information over the phone, due to new Privacy Legislation.
- i) Where medication for treatment of long term conditions or complaints such as asthma, epilepsy or ADD is required, the Centre will require a letter from the child's Doctor or specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.
- j) If children are receiving medication at home but not at the Centre, the Centre should be advised of the nature of the medication and its purpose, and any possible side effects it may have for the child.

#### **29.2.6 Alcohol and Drugs**

- a) **If an enrolled child appears to be adversely affected by alcohol or drugs the Co-ordinator/Supervisor will call a parent of the child to collect the child from the centre as soon as practicable.** ((Community Services (Outside School Hours Care) Regulations 2002 – Regulation 97(1).)

#### **29.2.7 Environment**

- a) **All staff will ensure that the premises and all equipment and furnishings on the premises are maintained in a thoroughly safe, clean and hygienic condition and in good repair, and kept free from rodents, cockroaches and other vermin.** Staff should report any equipment and/or area that is not clean or in a safe condition or any evidence of vermin to the Coordinator. (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 50.)
- b) **The centre is a non-smoking area.** (Occupational Safety & Health Act 1984 (WA).

- c) All rooms within the outside school hours centre will be well ventilated.
- d) All windows and doors will be flyscreened.
- e) The Co-ordinator should ensure that lighting, heating and noise levels are comfortable and take into account specific activities and areas (eg quiet area) and individual needs.

### 30. Sun Protection Policy

Endorsed by the Cancer Foundation of Western Australia

#### Considerations

Area	Policy considerations
Philosophy	Protecting every child, employee and carer's skin against damage caused by ultra violet rays.
Legislation	Community Services (Outside School Hours Care) Regulations 2002; OSHC QA; Cancer Foundation of Western Australia Inc. recommendations; Occupational Safety & Health Act 1984 & Regulations (1996); Laws of Negligence and Duty of Care.
Child	Individual allergies; cultural differences, other special needs re sunscreen application and outdoor play environment (shade provision) taken into account.
Parent	child will be protected; their child will not be discriminated against regarding their cultural norms.
Staff	Educating staff regarding appropriate clothing (uniforms/hats); application of sunscreen; hygiene considerations; role modelling; OS & H
Management	To be informed and educated in regard to requirements and legislation; to be up to date with current trends; to be assured that the service is meeting legislative requirements and providing best practice.

#### 30.1 Policy Statement:

Our Sun Protection Policy has been developed to ensure that all children, employees and volunteers/students attending this Centre are protected from skin damage caused by the harmful ultraviolet radiation (UVR) from the sun.

#### 30.2 How Policy Will Be Implemented (Specific Policies & Procedures):

##### 30.2.1 When enrolling their child, parents will be:

- Informed of the Sun Protection Policy.
- Asked to provide sun safe clothing for their child.
- Asked to apply SPF 30+ broad-spectrum sunscreen to their child before arriving at the centre each day.

##### 30.2.2 The Centre will require children and employees to wear hats that protect the face, neck and ears whenever they are outside.

##### 30.2.3 Children and employees who do not have their hats with them will be asked to stay in an area protected from the sun.

- 30.2.4** The Centre recommends that children and staff wear loose fitting clothing that protect as much of the skin as possible for outdoor activities.
- 30.2.5** Children will be encouraged to use available areas of shade for outdoor play activity.
- 30.2.6** The availability of shade will be considered when planning all outdoor excursions and activities.
- 30.2.7** Outdoor play (unrestricted) may take place between 10 am and 3 pm, provided the UV index is below 3 (a forecast is available at the Bureau of Meteorology or at [http://www.bom.gov.au/info/about\\_uv.html](http://www.bom.gov.au/info/about_uv.html)). If the UV index is above 3 appropriate sun protection measures need to be undertaken by all staff and children when playing outdoors.
- 30.2.8** Employees and students/ volunteers should protect themselves and act as role models by:
- a) Wearing appropriate hats and clothing outdoors
  - b) Using SPF 30+ sunscreen for skin protection
  - c) Seeking shade whenever possible.
- 30.2.9** SPF 30+ broad spectrum water resistant sunscreen will be provided for staff and children's use as necessary. Sunscreen will be applied liberally at least 15 minutes before going outside and not rubbed in. It should be reapplied every two hours or more frequently if it is likely to have been washed or wiped off.
- 30.2.10** Some children may be sensitive to some sunscreen. If so, parents should supply an alternative for their child.
- 30.2.11** If a parent specifically requests that sunscreen not be applied to their child and the parent wishes their child to play outside, the Coordinator will require appropriate clothing and ensure a well shaded area for their play.
- 30.2.12** The Sun Protection Policy will be reinforced in a positive way through parent newsletters, noticeboards and meetings.
- 30.2.13** Staff and parents will be provided with educational material on sun protection.
- 30.2.14** Management will keep themselves informed about current trends, recommendations and legislation that impacts on Sun Protection Policy.

## 31. Head Lice

### Considerations:

Area	Policy considerations
Philosophy	Promoting a healthy environment.
Legislation	Health Act 1991 (WA).
Child	Protection against spread of head lice; children not to be singled out or discriminated against.
Parent	Limit the spread of head lice within the centre; information about how to treat head lice; to be informed when there is an outbreak of head lice at the centre.
Staff	To be given information and training on detecting head lice; open communication with families; clear policies on how the centre will manage an outbreak of head lice.
Management	Information on recommended treatment and management of head lice; staff to consistently implement centre's head lice policy.

### 31.1 Policy Statement:

The service will take every precaution to limit the spread of head lice within the centre, whilst ensuring children are not discriminated against, or unnecessarily excluded from the centre. The successful management of outbreaks will require a co-operative effort from staff and parents.

### 31.2 How Policy Will Be Implemented (Specific Policies & Procedures):

In order to control the spread of infection at the centre the following steps will be taken:

- 31.2.1 Staff will examine the heads of children who scratch their heads a lot to look for eggs (nits) or lice near the scalp.
- 31.2.2 Children who are identified as being infected will be excluded from the centre. Staff members will confirm their inspection with another staff member before the parent is contacted and informed of the lice.
- 31.2.3 Parents will be asked to collect their child and keep them away from the centre until the lice are removed.
- 31.2.4 Staff will ensure that the child does not have close contact with other children whilst waiting for collection.
- 31.2.5 When an incident of head lice occurs at the centre, a notice will be displayed at the centre to advise parents to check their children.
- 31.2.6 All staff will be given information and training on detecting head lice.

**31.2.7** Where a staff member becomes infected with eggs or lice they will be required to go home to commence treatment on their hair as soon as a relief staff member arrives.

**31.2.8** Children should not share personal items such as hats to reduce the spread of infections and maintain appropriate hygiene standards.

## 32. Safety

### Considerations:

Area	Policy considerations
Philosophy	Safe and caring environment.
Legislation	Health Act 1991 (WA); Occupational Safety and Health Act 1984 (WA), Occupational Safety and Health Regulations 1988 (WA); Community Services (Outside School Hours Care) Regulations 2002 (WA); Fire & Emergency Services Authority of Western Australia Act 1998 (WA); OSHCQA.
Child	Safe environment, appropriate care in the event of an accident, protection from disasters.
Parent	To feel confident that their child is safe
Staff	Safe environment, appropriate training in first aid and cardio-pulmonary resuscitation (CPR), well planned and practised emergency procedures.
Management	To minimise risk eg. legal liability of the centre.

### 32.1 Policy Statement:

The centre aims to provide a safe environment for children, staff and others. In the event of an accident, appropriate first aid will be applied by trained staff. If an emergency or natural disaster occurs at the centre the children and staff will be well practised in the required procedures to ensure as far as possible the safety and well being of everyone present.

### 32.2 How Policy Will Be Implemented (Specific Policies & Procedures) :

**32.2.1 The Centre plan, which clearly defines boundaries and areas where children may safely play, is displayed in the reception area.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 46.)

**32.2.2 Staff will ensure play areas are always supervised in a manner that is sufficient to ensure the safety and wellbeing of the children appropriate to their stage of development.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 39(1).)

**32.2.3 The centre will be equipped with smoke and/or fire detection devices fitted in accordance with the manufacturers instructions.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 51.)

**32.2.4 The centre will comply with any relevant fire safety requirements of the Fire and Emergency Services Authority of Western Australia.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 35.)

### 32.3 Safety Drills

**32.3.1 Emergency evacuation procedures to be followed by staff in case of fire, natural disaster or other emergencies will be clearly displayed.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 56(1)(a).)

**32.3.2 Safety drills involving staff and children will be practised at least once every school term and school holiday.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 56(2).)

**32.3.3 A record of each rehearsal of emergency procedures will be made and retained for a period of 2 years from the day on which the record was made.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 63(3)(a) and 64(2)(d). – Refer to Occupational Safety & Health Handbook for model Evaluation of Emergency Evacuation Drills form.)

**32.3.4** The evacuation plan will include:

- a) A safe assembly area, away from the building and access areas for emergency services, and with it's own escape route.
- b) A second stage assembly area will be identified in the event that the first assembly area becomes unsafe.
- c) Unobstructed routes for leaving the building which are suitable to the ages and abilities of the children.
- d) The setting up of an emergency pack which is stored away from the building and includes items such as blankets, first aid kit etc.
- e) Nominating who will collect the attendance roll, parents emergency contact numbers and staff roster and once at the assembly area check the roll and roster to ensure that all children and staff are present.
- f) Maintaining a current list of emergency services contact numbers and nominating who will be responsible for phoning the relevant service.
- g) How the children will be supervised at the assembly area.

**32.3.5** When the emergency services arrive the Co-ordinator or senior Staff Member present will inform the officer in charge of the nature and location of the emergency and of any missing children or staff.

**32.3.6 No-one will re-enter the building until advised it is safe to do so by the officer in charge.** (Fire and Emergency Services Authority of Western Australia Act 1998 (WA).)

**32.3.7 Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444.** Staff will only attempt to extinguish fires when all of the following is assured:

- a) the children have been evacuated from the room;
- b) the fire is very small;
- c) there is no danger to the person who will operate the extinguisher;
- d) the operator is confident in the use of the extinguisher.

**32.3.8** Where a situation arises which requires the bringing of the children into the centre in order to secure their safety, staff will:

- a) Verbally alert all other staff members of the need to bring children into the centre;

- b) gather children together into the building, in a safe and calm manner and collect attendance roll, parent's emergency contact phone numbers, and staff roster. Once everyone is together, staff will check the roll and roster to ensure that all staff and children are present;
- c) staff will quietly and quickly walk around and lock doors and windows to secure the building;
- d) the senior staff member present will contact the police to advise them of the situation, including information about any missing children or staff.

## 32.4 Accidents

**32.4.1 Parents/Guardians are required to provide written authority (included in the enrolment form) for staff of the centre to seek medical attention for their child if required in an emergency.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 60(2)(h).)

**32.4.2** When a minor accident occurs at the Centre, staff who are qualified in first aid will:

- a) assess the injury;
- b) attend to the injured child and apply first aid;
- c) check that no-one has come into contact with the injured child's blood or body fluids - require these people to wash any contaminated areas in warm soapy water;
- d) clean up the spill using disposable gloves if bleeding involved;
- e) **contact the parent/guardian (depending on the nature of the injury). If the parent/guardian is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 95(8).);
- f) **write full details about the incident and the treatment given in the accident/illness record.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 62.)

**32.4.3** When a serious accident which requires more than first aid treatment, occurs at the centre a staff person who is qualified in first aid and CPR will:

- a) assess the injury and recommend to the Co-ordinator or person in charge, whether an ambulance should be called.
- b) provide necessary details for the ambulance officer.
- c) discuss with the Co-ordinator or person in charge, which staff member will accompany the child in the ambulance.
- d) ensure that any contact with the injured child's blood or body fluids has been appropriately dealt with.
- e) **complete a full report of the accident detailing the incident and the action taken, on an accident/illness report form.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 62.)

**32.4.4 The Co-ordinator/Supervisor will contact the child's parents/ guardians or emergency contact person to advise them of the incident and where they may meet their child from the ambulance.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 95(8).)

- 32.4.5** If necessary, the Co-ordinator will arrange for a relief staff member to attend the centre so that a staff member can accompany the injured child in the ambulance.
- 32.4.6** **The Operator will notify the Director-General (Child Care Services Board) of the death, or injury that results in a child being admitted into hospital, of an enrolled child during a care session, within one working day after the incident occurred.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 34(1)(a) & (b) and 34(2).)
- 32.4.7** If the tragedy of the death or serious injury of a child should occur whilst the child is in care, the Co-ordinator will:
- a) contact the President of the Management Committee to advise them of the situation and request they notify the Director General (Child Care Services Board), and arrange for trauma counselling for all those who may need it;
  - b) in the event of a child's death, contact the police, who should advise the child's parents in person and assist them with transport to the centre or hospital;
  - c) contact the parents of the other children to advise them of an emergency, and request they arrive to collect their children as soon as they are able. On arrival parents will be advised about the death, or serious injury of the child and will be given information about trauma counselling for their child if needed;
  - d) at the end of the day, hold a debriefing session with all staff and provide information about trauma counselling for staff .
- 32.4.8** After a serious incident at the centre, staff will comfort children and be aware that some children may have shock reactions to the incident. The staff will do all they can to ensure each child's health and well being, and will apply appropriate first aid in response to children's shock reactions.
- 32.4.9** The Coordinator will notify the centre's insurers and also provide them with a copy of the accident report.
- 32.4.10** It is expected that any costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians.
- 32.4.11** **Accidents which result in death or serious injury to employees (including when the employee is likely to be absent from employment for 10 or more working days) must be reported to the Department of Occupational Safety and Health** under section 19(3) of the Occupational Safety and Health Act 1984 (WA).

## **32.5 First Aid**

- 32.5.1** **At least the number of First Aid Officers specified in the Contact Staff Requirements Schedule of the Outside School Hours Care Regulations, will be on duty at the centre at all times children are on the premises. These officers will have a current first aid qualification which includes: cardiopulmonary resuscitation; expired air resuscitation; management of emergency situations that could be life threatening or cause permanent damage to a casualty; and management of injuries.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 75(2)(b).)

**32.5.2 A fully equipped and properly maintained first aid kit will be kept at the centre in a locked cupboard which is out of reach of children but easily accessed by staff. This kit must include:**

- a) a triangular bandage;
- b) a crepe bandage;
- c) an adequate variety of sterile wound dressings;
- d) a resuscitation face shield;
- e) a notebook and pencil;
- f) scissors;
- g) disposable gloves.

(Community Services (Outside School Hours Care) Regulations 2002 – Regulation 49(1).)

**Additionally a first aid box or cabinet must comply with Occupational Safety & Health requirements.** (Occupational Safety and Health Regulations 1988 (WA) – Regulation 327 & 328.)

**32.5.3** A cold pack will be kept in the freezer for treatment of bruises and sprains.

**32.5.4** First aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the victim until expert assistance arrives.

**32.5.5** The Management Committee will ensure that adequate funds are allocated in each annual budget to ensure that staff's first aid certificates are updated as required.

**32.5.6** The telephone number of the Poisons Centre at Princess Margaret Hospital will be displayed next to the telephone.

### **Storage of Potentially Dangerous Products**

**32.5.7** All staff will be made aware of which products may pose a danger to children in the centre. (Refer to Occupational Safety & Health Handbook – General Policies section.)

**32.5.8 All potentially dangerous products will be clearly labelled and stored with the relevant Material Safety Data Sheet (MSDS) for that product, out of reach of all children, or unauthorised adults.** Storage areas will be clearly labelled to assist relief staff. (Occupational Safety & Health Act 1984 (WA) – Refer to Occupational Safety & Health Policy and Handbook in General Policies section.)

**32.5.9** When appropriate situations arise, staff will discuss the dangers of certain products with the children.

### **Maintenance of Buildings and Equipment**

**32.5.10 Power points will be fitted with approved safety shutters or with an earth leakage circuit breaker.** (Occupational Safety & Health Regulations 1988 (WA).)

**32.5.11** Staff members who become aware of faulty or broken equipment will remove this equipment from use and advise the Co-ordinator/Supervisor of the need for its replacement or repair. All such incidents will be noted on an OSH Incident/Accident

Report Form (Refer to Occupational Safety and Health Policy and Handbook – General Policies section.)

**32.5.12** Sandpits will be raked regularly to dispose of any animal faeces, other contaminants or potentially dangerous objects.

### **Protection of Visitors**

**32.5.13** Visitors may be present at the centre from time to time (refer to Policy on Visitors – Management of the Centre section), and will have their safety assured whilst at the centre through the following procedures:

- The Centre will require visitors to report to the Co-ordinator/Supervisor on arrival.
- Staff will accompany visitors where possible.
- Visitors will be restricted from any hazard area.
- Staff will be inducted on safety issues concerning visitors.
- Visitors will be inducted about hazards on the premises (if any).

## **32.6 First Aid Qualifications**

The following first aid qualifications are appropriate for childcare workers:

- |                                       |   |
|---------------------------------------|---|
| • Senior first aid certificate        | St John Ambulance   |
| • Caring for kids                     | Phone: 1300 785 646<br>Internet: <a href="http://www.ambulance.net.au">www.ambulance.net.au</a>               |
| • Senior first aid certificate        | Red Cross   |
| • First aid for child care            | Phone: 9225 1948 or 9225 1974<br>Internet: <a href="http://www.redcrosswa.asn.au">www.redcrosswa.asn.au</a>   |
| • Senior first aid course             | Royal Life Saving Society<br>Phone: 9383 9988<br><a href="http://www.rlssa.org.au/wa">www.rlssa.org.au/wa</a> |
| • Workplace first aid program         | EMT Emergency   |
| • Occupational first aid short Course | Care Consultants<br>Phone: 9479 4901  |
| • Senior first aid                    | First Aid and Emergency   |
| • Workplace first aid                 | Resources<br>Phone 9249 4548  |
| • Workplace first aid                 | Paramedic & Safety<br>Services Pty Ltd<br>Phone: 9437 1287  |
| • Senior first aid                    | The Safety Store<br>Phone: 9480 5771  |

### 33. Nutrition

#### Considerations:

Area	Policy considerations
Philosophy	Promoting good nutrition for children.
Legislation	Health Act 1911 (WA); Health (Food Hygiene) Regulations 1993 (WA), Australian Food Standards Code; OSHC QA.
Child	Choice and balance, nutritious menus; special diets followed; appetising, opportunities to try new foods; regular meal times; nutritious snacks to be available at all times.
Parent	Nutritious food to be provided for children; Religious, cultural beliefs and practices to be respected; input into centre menus.
Staff	Resources and training to provide for each child's daily nutritional needs.
Management	Ensure the centre caters adequately for children's nutritional requirements.

#### 33.1 Policy Statement:

Snack and meal times will provide positive learning experiences for children who will be encouraged to develop healthy eating habits. Parents/Guardians will be consulted and asked to share family and multicultural values and experiences to enrich the variety and enjoyment of food planned to meet each child's nutritional needs.

#### 33.2 How Policy Will Be Implemented (Specific Policies & Procedures):

**33.2.1 Food is prepared and stored hygienically.** (See Policy on Health; Health (Food Hygiene) Regulations 1993 (WA); also OSHC QA Principle 6.2.)

**33.2.2** The centre will provide children with nutritionally balanced snacks.

**33.2.3** Snack and meal times will be relaxed and enjoyable.

**33.2.4** Staff will encourage good eating habits and an appreciation of a variety of foods.

**33.2.5** Children will be encouraged to be independent, to help themselves wherever appropriate and to assist in preparation and cleaning up.

**33.2.6** The snack menu will reflect a wide variety of cultures, and especially the cultural backgrounds of families and the local community. (OSHC QA Principle 6.1)

**33.2.7** The snack menu will be varied and changed regularly. Menus will be planned with input from children, parents, and staff, and displayed on the fridge. (OSHC QA Principle 6.1)

**33.2.8** During Vacation Care programs, where children bring their own packed lunches, the service will provide information about children's dietary needs, and suggested menu ideas to assist families in preparing nutritional lunches. (OSHC QA Principle 6.1)

**33.2.9** Water will always be readily available. (OSHC QA Principle 6.1)

- 33.2.10** Snack and meal times will be set to a regular schedule. Small nutritionally appropriate snacks will be available to children at all times.
- 33.2.11** Children will be encouraged to try new food but will never be forced to eat. Their food likes and dislikes and the families' religious and cultural beliefs will be respected. (OSHC QA Principle 6.1)
- 33.2.12** Where children are on special diets the parents/guardians will be asked to provide a list of suitable foods and their child's food preferences.
- 33.2.13** Children will be involved in planning, preparing and cooking snacks as part of the activity program. They will learn how to store, prepare and serve food hygienically as part of these activities. (OSHC QA Principle 6.1)
- 33.2.14** The importance of good healthy food, and hygienic and safe food handling and storage practices, will be discussed with children as part of their daily program. (OSHC QA Principle 6.2)
- 33.2.15** All children and staff will wash their hands prior to preparing, serving or eating food. (OSHC QA Principle 6.2.)
- 33.2.16** Information on nutrition, food handling and storage will be displayed at the centre and provided to parents/guardians. (OSHC QA Principle 6.2)
- 33.2.17** Centre staff will be provided with on going professional development opportunities to update their knowledge of children's nutritional needs, food handling and hygiene practices. (OSHC QA Principle 6.1 and 6.2)

## **34. Child Abuse or Neglect**

### **Considerations:**

<b>Area</b>	<b>Policy considerations</b>
Philosophy	Child's right to care and protection; responsibility to act in the interest of the child.
Legislation	Department for Community Development Child Protection in Children's Services Guidelines; Community Services (Outside School Hours Care) Regulations 2002 (WA); OSHC QA.
Child	Right to care, safety & personal privacy; Counselling & support in the event of abuse.
Parent	To feel assured that their child is safe; Counselling and support in the event of abuse.
Staff	For allegations against staff to be kept confidential unless substantiated; Counselling and support in the event of an unsubstantiated allegation.
Management	Clear guidelines and lines of support from Family & Children's Services if abuse is suspected.

### **34.1 Policy Statement:**

SPOSCI has a responsibility to all children attending the centre to protect their safety.

The centre will follow the procedures set down in the Department for Community Development document “Child Protection in Children's Services”, when dealing with any allegations of abuse or neglect of children, to ensure the protection of all children attending the Centre.

SPOSCI also has a responsibility to its employees to uphold their right to confidentiality unless allegations of abuse against them are substantiated.

### **34.2 How Policy Will Be Implemented (Specific Policies & Procedures):**

**34.2.1** The “Child Protection in Children’s Services Guidelines” are held at the centre and must be read by staff and be available to parents of children attending the centre.

**34.2.2** The strategies for creating a child protective environment detailed in the “Child Protection in Children’s Services Guidelines” will be adopted and followed at the Centre.

**34.2.3** Employer and employee responsibilities in relation to allegations of child abuse are included in staff and committee handbooks. These responsibilities are highlighted to new staff at their induction.

**34.2.4** Staff members will be required to attend training held by the Department for Community Development in relation to child protection.

**34.2.5 Any allegation of abuse, neglect or assault, including sexual assault, of an enrolled child during a care session, or an offence under Chapter XXII of the Criminal Code committed against an enrolled child during a care session, that is made against the licensee, a contact staff member or a volunteer must be reported to the Licensing Unit within one working day after the day on which the allegation was made.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 34(1)(c) and 34(2).)

**34.2.6 The licensee must notify the Licensing Unit of the outcome of any investigation into such an allegation.** (Community Services (Outside School Hours Care) Regulations 2002 – Regulation 34(3).)

## **35. Hiv/Aids, Hepatitis B, C and Other Blood Bourn Viruses**

### **Considerations:**

<b>Area</b>	<b>Policy considerations</b>
Philosophy	All children have the right to be loved and cared for in a safe environment.
Legislation	Disability Discrimination Act 1992 (Cth), Occupational Safety and Health Act 1984 (WA), Equal Opportunity Act 1984 (WA); Privacy Act 1988 (Cth); Community Services (Outside School Hours Care) Regulations 2002 (WA).
Child	To be loved and cared for; Equal Opportunity.
Parent	Entitlement - their child has the right to care; Confidentiality.
Staff	Safety, hygienic workplace; Confidentiality – support.
Management	Ensure equality in staff selection process - anti-discrimination.

### 35.1 Policy Statement:

SPOSCI recognises that HIV/AIDS, Hepatitis B, C or any other blood bourn virus is, like any other disease, best dealt with by the application of preventative measures.

SPOSCI will provide clear guidelines/procedures on how to eliminate the risk of a blood bourn virus being spread, in order to protect children, families, staff, students and volunteers.

### 35.2 How Policy Will Be Implemented (Specific Policies & Procedures):

#### 35.2.1 The Law and Discrimination

- a) **Staff and management practices will adhere to the law under the Federal Disability Discrimination Act 1992 and the Equal Opportunity Act 1984 (WA), that no discrimination will take place based on a child/parents/staff members impairment.** As blood bourn virus are not transmitted through casual contact, a child with AIDS or any other blood bourn impairment, shall be treated as any other child would be; comforted by cuddling, hugs, holding hands.
- b) **A child with HIV/AIDS, Hepatitis B, C or other blood bourn virus, shall have the right to obtain a position in an Outside School Hours Care Centre should a vacancy be available and a staff member the right to equal opportunity employment.**

#### 35.2.2 Confidentiality

**If a staff member is notified that a child or the child's parent/guardian or another staff member is infected with HIV/AIDS, Hepatitis B, C, or any other blood bourn virus, the information will remain confidential.** Only with the consent of the person with the virus or from the parent/guardian can this information be shared with other staff members. Deliberate breaches of confidentiality will be a disciplinary offence. (Privacy Act 1988 (Cth); refer to Confidentiality Policy and Grievance Policy.)

#### 35.2.3 Hygiene

**The building, grounds and all equipment and furnishing will be maintained in a thoroughly safe, clean and hygienic condition.** The application of universal hygiene procedures will be adhered to at all times. (Community Services (Outside School Hours Care) Regulations 2002 Regulation 50(1) and 96; refer to Hygiene Procedure).

#### 35.2.4 Gloves

All staff dealing with open sores, cuts and body fluids, shall wear disposable gloves. If a staff member has an open wound or a skin disease, they shall cover the wound and wear disposable gloves.

#### 35.2.5 Education and Prevention

The Centre will liaise with State and Federal Health Authorities to provide information as required.

### 35.2.6 Supervision

**Standard supervisory ratios of child: adult will apply and level of supervision must be maintained in accordance with Community Services (Outside School Hours Care) Regulations 2002 (WA).**

### 35.2.7 Common Infectious Diseases

Parents/guardians shall be informed by means of notices about common infectious diseases in the Centre, e.g. chicken pox. Parents/guardians of children with an impairment of immunity will be advised about outbreaks of contagious diseases. Children who are unwell should be medically assessed before they return to the Centre.

### 35.2.8 CPR

In the event of having to perform CPR, disposable sterile mouth masks are to be used. If time does not facilitate, a piece of cloth can be used whilst help is being arranged. Under no circumstance will a child/parent/staff member be denied first aid.

### 35.2.9 Open wounds

If a child has an open wound/lesion, it should be covered either by parent/staff with a dressing. If this is not possible, a child should remain away from the Centre until it has healed or can be covered.

## 35.3 Procedures

35.3.1 Hygiene: Our Centre will adhere to the application of universal hygiene procedures at all times.

- a) Always wash your own and children's hands:
  - \* Before preparing food
  - \* Before eating
  - \* After toileting yourself or a child
  - \* Before and after giving first aid
- b) Wash blood, faeces, urine off your skin with warm soapy water.
- c) Regularly clean floors, equipment and toys with antibacterial solution.
- d) Cover any cuts on your skin or child's skin with a dressing.
- e) Wear disposable gloves when dealing with blood or other bodily fluids.

35.2.2 First Aid: If a staff member/child has a cut or a splash to the eye, nose, mouth or exposure to blood or other body fluids through chapped, dermatitis affected skin, promptly wash away the contaminating blood or fluid.

- a) Encourage bleeding, then wash with saline water or copious amounts of water.
- b) If blood gets on the skin but there is no cut or puncture, wash with soap and water.
- c) If eyes are contaminated, rinse gently while open with tap water or saline solution.
- d) If blood gets in the mouth, spit it out, then rinse mouth with water several times.

### 35.3.3 The Child:

- a) When attending an injured child who is bleeding avoid contact with the blood.
- b) Comfort the child and move them to safety.

- c) Use gloves if available. If gloves are not available, at the first opportunity get someone to take over with gloves then wash your hands with soapy water.
- d) Apply pressure to the bleeding and elevate.
- e) When the wound is covered and no longer bleeding, remove gloves. Put gloves in a plastic bag and place in a rubbish bin. Wash hands with soap and water.

#### 35.3.4 Cleaning of Spilt Blood or Bodily Fluids:

- a) Wear gloves.
- b) Remove as much of the matter as possible using paper towels or gauze then put immediately in a plastic bag, tie the bag and discard it.
- c) Mop over hard surfaces with cold water and detergent, then sanitise with antibacterial solution.
- d) Wash hands thoroughly with soap and water.

#### 35.3.5 Gloves:

- a) All staff must wear gloves (disposable rubber or vinyl) when in contact with spilt bodily fluids or open sores, when handling clothes or equipment which has been soiled by body fluids or when cleaning a contaminated area.
- b) Gloves must be worn if you have a break in the skin of your hands, or if you have any skin condition.
- c) After removing gloves, always wash your hands with soap and water.