

FIVE DOCK PUBLIC SCHOOL
P&C ASSOCIATION
OUTSIDE SCHOOL HOURS CARE

Policies & Procedures



West Street, Five Dock, 2046

T: 02 9712 3260

E: fdpsoosh@tpg.com.au

ABN: 14 557 448 465

ABOUT OOSH

Welcome to **Five Dock Public School P&C Association Outside School Hours Care** (OOSH). We are a not-for-profit, community-based Approved Child Care service provided by the Parents and Citizens Association of Five Dock Public School. OOSH operates at premises within the school grounds.

The P&C Association employs the staff to provide daily care for the children. A sub-committee of the P&C oversees the management of the centre. The sub-committee is nominated and elected yearly at the AGM of the P&C Association.

The main function of the service is to assist families through the provision of out of school hour's care. The centre also strives to provide a stimulating program and environment, where all children are treated equally.

OUR STAFF AND COMMITTEE

Staff Members	Andrew Park (Director, Nominated Supervisor, Educational Leader) Tyler Giannetto (Assistant Director – Operations) Liam Jowitt (Assistant Director – Compliance)
Casual Staff	Natasha Casmiri Claudia Spliadis Hannah White Bianca Vianello Luciano Casmiri Helen Spliadis Kira Ralley Olivia Camporeale Celia Di Mento Lachlan Estwick Victoria Spliadis ESV (Accountant)
2023 OOSH Sub-Committee	Jessica Crause (Convenor) Heather Hilton (P&C President) Belinda Van Winden (Secretary) Alison Sinclair-Kydd

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FDPS P&C OOSH POLICIES AND PROCEDURES			
APPLIES TO:	All OOSH Users, Employees, Contractors and Committee	ID #:	A-001:10/09/2019
		Endorsed:	
SECTION:	OPERATIONAL POLICIES	Review Due:	July 2024
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TITLE:	PHILOSOPHY STATEMENT		

At Five Dock Outside School Hours Care (OOSH), we recognise that childhood is a unique stage of development. OOSH provides quality childcare for children out of their home environment.

At Five Dock we aim to provide a warm, safe and stimulating environment which meets the needs of each child and fosters each child's self-esteem. We treat each child with respect and emphasis is placed on creating a stimulating and positive home like environment. Each child is encouraged to explore and follow individual interests and to develop at their own rate both through structured and unstructured activities as well as self-initiated play.

Our *Cultural Diversity and Anti-bias policy* reflects our commitment to individuals, irrespective of gender, race, ethnicity, beliefs, disability or social background. We encourage all children to respect and value cultural differences. We will not accept/tolerate any form of prejudice or biased comments or attitudes.

OOSH is an Approved Care, community-based facility where we strive to have parents and caregivers closely involved and which employs caring and experienced Educators. We believe that these factors contribute enormously to the quality of childcare provided by Five Dock OOSH.

We believe in:

- Developing children as individuals and enabling them to reach their highest potential
- Providing a stimulating, creative, fun and supportive environment
- Children being able to make decisions about taking calculated risks within a supervised environment
- Providing activities that respond to the needs and skill levels of each child
- Respecting children as individuals regardless of gender, cultural background, beliefs, attitudes or special/additional needs
- Supporting parents and caregivers by providing a safe, warm secure environment and encouraging a collaborative approach to the development and care of their children.

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TITLE:	HOURS OF OPERATION		

POLICY STATEMENT

Five Dock Out of School Hours Care is operational 49 weeks of the year, we are closed on Public Holidays and for a three-week shut down period over Christmas. During the school term, the centre operates a Before and After care program. We also provide a Vacation Care program and care on Staff development days. We will meet the needs of parents in our local community who either work, study or have other commitments, by operating a quality service for days and hours that allow them to fulfill their obligations.

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010, 267
- Education and Care Service National Regulations (2011), 230 (B) (Hours of operation)
- Funding agreement.

PROCEDURE

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

- **7.00am to 9.00am** Before School.
- **3.00pm to 6.00 pm** After School (or as agreed by the management sub-committee).

OOSH will operate during government school holidays (except for a three-week shut down period over the Christmas break) Monday to Friday, between the hours of:

- **7.00am to 6.00 pm** (or as agreed by the management sub-committee).

OOSH will also open from **7.00am to 6.00pm** on designated government school pupil free days.

The centre will be closed on designated public holidays.

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

All hours of operation will be posted on the door and given to parents in our Parent Handbook and/or parent information sheet on the child's initial enrolment.

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

Please refer to arrival and departure policy for further information regarding these procedures.

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

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TITLE:	SERVICE ACCESS AND PRIORITY PLACEMENT		

POLICY STATEMENT

At Five Dock OOSH, we ensure that as children develop their identity, it is important to expose them to a stimulating, creative and supportive environment. Five Dock Outside School Hours Care creates a positive and equal experience for all children. We also feel it is of great importance to provide activities geared to the particular skill level of each child as this enables them to reach their highest potential. Our staff believe that all children are individuals who deserve to be respected regardless of their gender, cultural background, beliefs, attitudes or special/additional needs.

Re-enrolment will be automated at the end of each calendar year. Families are required to notify the Service (minimum of 2 weeks' notice), in writing, of cancellation of care, any changes in bookings and/or enrolment information. Priority of access will be determined in accordance with the centre's Priority Access policy, which includes compliance with Government guidelines and legislation.

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Service National Regulations (2011) 107,108, 157
- 'Priority of Access' guidelines from Funding Bodies
- 'Priority of Access' policy as agreed by Five Dock Public School P & C Association OOSH
- Child Care Service Handbook. Section 6 Service Delivery (6.3 Priority of access)
- Child Care Benefit (Eligibility of Child Care Services Approval and Continued Approval) Determination 2000
- Child Care Subsidy the Family Assistance Legislation Amendment (Jobs for families Child Care Package) Act 2017
- Family Assistance Act 1999

PROCEDURE

OOSH care will be available for children who currently attend primary school.

A Family and Child Customer Reference Number (CRN) is required if your family will be claiming Child Care Subsidy (CCS) it will be paid directly to providers to be passed on to families as a fee reduction. In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider.

- It is the individual's responsibility to register for Child Care Subsidy (CCS)

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

OOSH will try to meet specific language needs of Non-English-Speaking Background (NESB) families.

Special/additional Needs:

- OOSH will consider whether reasonable adjustments can be made to enable education and care to be provided to children and families with special/additional needs and the provision of such education and care will be reviewed at regular intervals corresponding with the Inclusion Support Funding Scheme. Each case must be *dealt with on its own merits and circumstances* to consider whether reasonable adjustments can be made to allow the child to fully participate in the service's existing program/environment and without compromising the care and supervision of other children attending OOSH.

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- Factors that are taken into consideration when determining accessibility can include insurance coverage, staff child ratio, funding requirements Inclusion Development Funding KU (does not provide one to one funding for individual children), medical documentation and assessments provided by expert inclusion support staff that have worked with the child.
- Ensure discussions are open and honest with all stakeholders to allow for transparency when an application for care has been requested, encourage families to submit relevant documentation to make an educated assessment of access that will benefit the child and their needs to be met whilst at the service.
- Access to care will focus on the needs of the child and the services ability to make reasonable adjustments to meet these needs. The service reserves the right to refuse or cancel any enrolment of any child if their needs cannot be appropriately met even after reasonable adjustments are considered, subject to requirements under the Anti-Discrimination Act 1977 and the Disability Discrimination Act 1992. Considerations may include (but are not limited to) cost to the service, safety of the enrolled/enrolling child, safety of other children and safety to staff. This clause applies to all children.
- Attendance during Vacation Care will be subject to assessment by Management. Each child's case will be assessed on its own circumstances for inclusion, based on safety of all parties, staff child ratio, funding requirements and medical documentation.
- Behavioural action plans with Occupational Therapist, Risk Assessments, child requirements, staff requirements will be kept where appropriate for individual children displaying sensory needs. Parent knowledge on techniques and strategies that might be considered to calm the child prior to a flare up in behaviour to avoid any regression in behaviour by all children within the service environment.

Note that enrolment of a special/additional needs child is subject to assessment.

All pre-existing and new bookings are subject to Government priority of access policy. The service will endeavour to accommodate the same session bookings for pre-existing families wherever possible. By completing the enrolment form, Families are agreeing to re-enrol their child within our service and that all information contained within their enrolment is current and up to date. This selection will remain in effect until the Service receives the required two (2) weeks written cancellation of care notice.

Priority of access will be determined in accordance with the Priority Access Policy, which includes compliance with Government guidelines.

1. Priority 1 children (a child at risk of serious abuse or neglect).
2. Priority 2 children (a child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the 'A New Tax System (Family Assistance) act 1999).
3. Priority 3 children (Any other school aged child)

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

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 (2017-2018), or who or whose partner are on income support.
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

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Employer sponsored places

- If a childcare service is funded by an employer for their employees' children, it can give priority to those children

Our service will attempt to accommodate same session bookings for pre-existing users, however placement is always subject to change based on priority of access.

For all users, a waiting list will be developed and updated regularly which identifies priority of access eligibility, date placed on list and required days of care. Parents are able to access their status on the waiting list on request. The Director will keep a record of receipt date for each booking request. If there are not sufficient spaces to meet the requirements of all applicants, the places will be allocated in accordance with the order that requests are received.

There are some circumstances in which a child who is already in a child care service may be required to leave the service. This is Commonwealth Government policy. If the centre has no vacant places for a session:

- A priority 3 child would be required to leave the service in order for the service to provide a place for a higher priority child.

Parents must be advised of this possibility when they enrol. In all cases, where a child is required to leave the centre, parents will be given not less than 14 days' written notice.

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TITLE:	ENROLMENT AND ORIENTATION		

POLICY STATEMENT

Enrolment and orientation procedures form the foundation for strong relationships between families, educators and care settings and promote a quality experience of education and care for children.

Good procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.

Five Dock OOSH will have clear and efficient enrolment procedures. Privacy and confidentiality of information will be ensured through secure recording and storing of information.

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Service National Regulations (2011) 157, 168,
- Family Law Act
- Children and young persons (Care and protection) Act 1998
- Privacy Act.

PROCEDURE

1. ENROLMENT

The Nominated Supervisor and/or Management will conduct an enrolment process, prior to acceptance of placement.

An enrolment package will be given to the family and will include:

- An enrolment form that includes authorisations;
- Current fee structure and payment details;
- The parent handbook and policies and procedures including, but not limited to, those required under Regulation 168; Information on National Quality Framework, National Quality Standards, and the My Time, Our Place, Orientation checklist, direct debit form, Feedback form can be located <https://fivedock-p.schools.nsw.gov.au/supporting-our-students/after-school-care.html>
- The service is an approved child care provider for 150 Children
 - Child Care Subsidy (CCS) will apply to most families, it will be paid directly to providers to be passed on to families as a fee reduction.
 - In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider.
 - It is the individual's responsibility to register for Child care Subsidy (CCS)
 - It is the individual's responsibility to confirm their child's booking with the service on the Centrelink application.

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It is recommended that the information in the enrolment package is retained by the family for future reference. During the enrolment process, an orientation may be planned in collaboration with families to provide the best possible start for the child at the service.

Families will provide the following, prior to the agreed start date for the child:

- A completed enrolment form including authorisations;
- A copy of current Immunisation record status to be kept on record at the service; (Blue book not accepted)
- Birth Certificate, Passport or other identification;
- Current contact information for parents and emergency contacts;
- Information on children's additional needs (including medical conditions, health and developmental concerns, parent/guardian is required to complete the Permission to collect additional assessment information from Part A.

This information will be kept at the service premises in accordance with service policies and the Education and Care Services National Regulations 2011.

An enrolment form must be fully completed, including all necessary documents and providing the service with appropriately labelled medication and medical devices i.e asthma spacer, for each child prior to commencing at the centre.

A Family and Child Customer Reference Number (CRN) are compulsory for your family to receive the relevant government agency subsidy for families. If you do not provide our service with the appropriate Customer Reference Numbers (CRN), your entitlements will not be approved by Family Assistance Office. (Contact Family Assistance office on ph.: 13 61 50)

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

Management will go through the form prior to accepting an enrolment to ensure all details have been completed.

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

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

Evidence of court orders or agreements will be considered part of the enrolment in order to ensure adherence to legally binding directions and to protect the child.

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

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Parents are responsible for updating any changes to their family's circumstances, contact details, medical condition etc by written correspondence (email). Families are made aware that it is their responsibility to immediately notify Management of any changes to the details they provided at the time of enrolment. This is made clear in the Parent Handbook and upon enrolment.

Re-enrolment will be automated, until the service receives 2 weeks written notification of cancellation of care.

Families will automatically upon acceptance of enrolment be signed up to Mailchimp to receive correspondence from our service i.e. newsletters.

Depending on availability of places, children may be enrolled at any time throughout the year. Parents may also place a child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access policy.

2. NOTIFICATION OF CANCELLATION OF ATTENDANCE

A permanent cancellation of attendance requires two weeks' written notice (or at the discretion of the OOSH sub-committee/Director). Re-Booking a permanent place after that time will be subject to availability of space. If the last day of ceased care is not attended by the child, full fees will apply as per the Department of Education and Training Childcare Services Handbook.

3. TRANSFER BETWEEN SAME SESSIONS WITHIN THE SAME WEEK

- Transfer, between same session booking must be done prior to the scheduled day of care i.e. AM or PM to be used for an alternate day within the same week provided the Centre can accommodate the change.
- This means a family can request to change a permanent booking from Monday PM to Thursday PM as the child has been invited to a birthday party or the parent has had a change to a roster and the family will be charged for only the one afternoon at the permanent rate.
- It will be at the discretion of the Centre Director to let the transfer occur as the decision will be based on spaces and staff issues.

4. NON-ATTENDANCE

Parents/Guardians must advise the service of any non-attendance prior to their child's booked session.

- Ring the centre by Phone: **9712 3260 prior to their child's booked session** and inform a staff member that their child/ren will not be attending OOSH. This helps us to ensure the security of the children as staff are aware of all the children scheduled to be in care that day.
- Email the centre at: fdpsoosh@tpg.com.au
- **Follow up procedure of non-notification of attendance.** Parents will be contacted on all occasions where their child is booked in care; but has not arrived for their scheduled bookings and/or designated arrival times. As stated above, parents are to contact the service when any change to arrangements occurs for their child's bookings/activities. This includes notification of changes of arrival/departure times and activities as well as authorised person (minimum 16 years) for collection of a child. Parents will be contacted three times prior to a formal warning being given. The non-notification of change in a child's attendance is deemed negligent on the parent/guardian's behalf.

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At this point if a further breach is made, your child's placement in our care could be jeopardised. All calls made by the service are documented throughout each term. These three call violations/breaches of procedure will be renewed at the start of each term.

All permanent placement and confirmed casual bookings must be paid for regardless of whether the child attends care. Cancellation of care requires two weeks written notification.

4 NOTIFICATION OF EXTRACURRICULAR ACTIVITIES ON SCHOOL PREMISES

Parents/Guardians must notify staff of all extracurricular activities taking place within the school grounds during OOSH hours in writing via completing the extracurricular activities document (updated each term) available above sign in/out desk. In the case that you have not completed the required document and staff are not aware of your child's activity they will be unable to attend. A phone call will be made for clarification of Extracurricular attendance with a request to complete appropriate authorised document upon arrival.

Procedure:

Check the list that parents have signed permission for their child to attend their onsite extracurricular activity.

- Assign an educator to contact the child/children 5 minutes before extracurricular lesson starting and ask them to sign out of OOSH before going to the designated activity, reminding them to sign back in to care upon their return from their activity.
- Exception to the return rule are before school care children that go from OOSH to their designated activity and then straight to school or if parent/guardian has signed the child out of our care prior to lesson finishing.

5 STAFF DEVELOPMENT DAYS AND PUBLIC HOLIDAYS

- OOSH does provide care on **Staff Development Days**. Hours of operation are from **7.00am to 6.00pm**.
- The service is **closed on public holidays. (No fees are payable)**
- **Teachers Stop Work Meeting:** Our centre will be open at the discretion of staff and the OOSH sub-committee. Parents will be advised of operating hours via the OOSH newsletter.

6 VACATION CARE

Our service provides Vacation Care during school holidays; however, there is a three-week shut down period over the Christmas break and staff will resume work for January Vacation care as advised on the programme. All Vacation Care bookings and excursions must be pre-paid in advance, Excursions and Incursions are non-refundable after the designated return booking deadline. Cancellation of non-excursion days require two week's written notice. Booking Forms will not be accepted if any Term fees are outstanding. Placement is subject to these terms and conditions. The centre operates from **7.00am to 6.00pm sharp**.

Staff ratios for excursions:

- 1 to 8 on excursions
- 1 to 5 excursions involving swimming and high-risk activities.

Please note: late bookings are not guaranteed.

Late fees resulting in pick-ups after 6.00pm will apply at the rate of \$20.00 for the first 15 minutes and \$2.00 per minute thereafter.

All vacation care bookings **cannot** be cancelled or changed after the indicated cut-off date. Fees will still be applied even if the child does not attend their booked days.

FDPS P&C OOSH POLICIES AND PROCEDURES			
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TITLE:	FEES		

POLICY STATEMENT

We aim to provide a quality service that is affordable. A recommendation for fee levels will be made by the Sub-committee each year on completion of an annual budget. OOSH operates on a not-for-profit, not-for loss basis (income must cover expenditure) and according to the **Five Dock Public School OOSH Financial Management Principles** approved by the Five Dock Public School P&C Association.

Current fees are:

PERMANENT BOOKINGS: Before School Care Only After School Care Only	RATE PER CHILD \$20/day \$28/ day
CASUAL DAYS: Before School Care Only After School Care Only	RATE PER CHILD \$23/day \$31/day
VACATION CARE/STAFF DEVELOPMENT DAYS: Centre Day Incursion/Local Excursion Vacation Care Level 1 Excursion Day Vacation Care Level 2 Excursion Day	RATE PER CHILD \$55/day \$70/day \$85/day \$100/day

CONSIDERATIONS

- Education and care National Regulations (2011) 168, 172, 232,233, (2) (n)
- Children (Education and Care Services National Law Application) Act 2010
- Child Care Subsidy (CCS)
- A New Tax System (Family Assistance) Act 1999
- Australian Consumer Law 2011
- Fair Trading Act (NSW) 1987
- Confidentiality and maintenance of records.

PROCEDURE

1. SETTING FEES

Fees are to be set on an annual basis by the P&C Association, based on the annual budget and ensuring that sufficient income will be generated to run the service on a cost-effective basis.

Fees will be reviewed regularly by the OOSH Sub-committee based on attendance and the centre's ability to meet its running costs. Parents will be given at least 2 weeks' written notice of any changes in the fees.

2. FEE PAYMENT/STATEMENTS

Statements will be emailed weekly and prior to each vacation care period. All fees will be charged via direct debit (Debitsuccess). First payment will be one week plus two weeks in advance. Each payment thereafter will default to weekly. Payment amount to be left blank as it defaults to amount owing at the end of payment frequency. Parents/Guardians will be responsible for any fees and charges as a result of a returned unpaid debit, in addition to any collection fees that may be applicable. ***Credit cards will need to be updated prior to expiry date; this is the responsibility of card holder.***

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Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays. (No fees are charged for public holidays).

A Fee review is conducted annually.

Government Child Care Subsidy is paid for sick days with supporting documents and for up to 42 days allowable absences per session per financial year.

3. METHOD OF PAYMENT

All fees are to be paid via Qikpay system (Debitsuccess)- direct debit from a nominated account (bank account or credit card). Accounts will be debited on the Qikpay cycle.

*All families will be liable for applicable fees and charges on relevant chosen transactions and any dishonour fees incurred (Information on Fees and Charges can be found on the School website <https://fivedock-p.schools.nsw.gov.au/supporting-our-students/after-school-care.html>)

The Direct Debit contract for payment will continue to attempt to withdrawn fees. Please note that each time a direct debit is unsuccessful, families will incur a dishonour fee unless other arrangements have been discussed and approved by the Director.

4. OVERDUE FEES

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

For any account in arrears, the primary contact will be notified via a phone call in regard to the outstanding amount that is due. If contact could not be made over several attempts, then contact will be made with the secondary contact. Educator's will document time and type of contact made.

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

After 1 week overdue: A call will be made, and a statement issued to the nominated parent/guardian to remind them of overdue fees.

After 2 weeks overdue: An additional statement will be issued via email/letter and a call will be made to the nominated parent/guardian reminding them to discuss any problems they may be having with the Director. The parent/guardian will also be informed that their child's placement may be cancelled if suitable arrangements cannot be made.

After 3 weeks overdue: If no arrangements have been made to pay or the arrangements have not been kept, the child's place will be cancelled. FDPS OOSH will commence debt recovery/collection process.

A repeat offender:

Example: A parent/guardian that has been issued with a cancellation of care notice within two consecutive terms in the same year will be required to pay the full-term fees in advance going forward.

*** Vacation Care bookings will be cancelled if before and after school care fees are outstanding, after the requested due date notified each term.**

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5. LATE PICK-UP FEE

Parents/Guardians are reminded of the late collection fee. Our centre licence does not allow us to trade after 6pm during Term time, Vacation Care and Staff Development Days. Any children and or parents/guardians on the premises after 6.00pm therefore puts the centre in breach of licence obligations. Late collection can also be stressful for the children involved and, with this in mind, it is critical that parents/guardians contact us as soon as possible to advise us of a potential late collection.

After 6.05 pm, staff will telephone nominated contacts. If no contact is made with the child's parent/guardian by 6.45pm, staff will contact the relevant government agency for further advice and action; however, if no contact can be made, the child will be taken to the nearest police station for further advice.

Fees payable for late collection of children will be charged to your account at the following rates:

- An initial fee of \$20.00 for the first 15 minutes after 6.00pm.
- After 6.15pm the fee will be calculated at \$2 per minute.

If a late collection fee has been incurred, a formal notification will be issued to the family via email or letter specifying the amount charged to the family account. If a parent/guardian wishes to dispute the late collection fee on grounds of exceptional circumstances, this should be submitted in writing to centre management for consideration.

If late collection occurs twice in one month your child's/children's place may be reviewed and alternate arrangements for collection from care may need to be discussed.

NOTE: It is important to keep all your contact numbers up to date in case of an emergency.

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TITLE:	DELIVERY TO AND COLLECTION OF CHILDREN FROM THE EDUCATION AND CARE SERVICE		

POLICY STATEMENT

This policy relates to the arrival and departure of children within the education and care setting.

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the education and care setting and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records for the claiming of the *Commonwealth Child Care Benefit* in Child Care Services and confirms children's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 99,158,161,168, 176
- Child Care Subsidy (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000
- Family Assistance Law

PROCEDURE

The education and care setting will:

- Ensure the safe and documented Arrival and departure of children at the education and care setting.
- Support children in settling into the service each day and experience quality care through continuity of a homelike environment, positive interactions within the community of the service.

1. ATTENDANCE RECORDS

A record of attendance, kept at the centre, includes full name of each child attending, arrival and departure times, electronic Identification of the person who delivers and collects the child or the nominated supervisor or educator. During after school care a responsible educator will sign all children in and several roll calls will be made throughout the afternoon.

Responsibility of: Approved provider or delegated authority.

A child will leave the centre only with a parent, authorised nominee, an authorised delegate as a part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)

Responsibility of: Approved provider or delegated authority.

In addition to these records the responsible person will:

- Review the electronic Sign in and Out record. Where parents or authorised persons have not electronically signed in or out a staff member will complete this process. Families will be prompted to confirm this action taken.
- Ensure that two staff members verify all children have been signed out of the centre. If a child is not signed out educators/ staff members will check all areas of the centre to ensure no child remains. This will be confirmed via the Statement on the Sign In/Out record.
- Request a signed authority to release form from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.

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- d) Allow a child to leave the centre only with an authorised person who appears able to appropriately care for the child. Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service.

It is at the educator's discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances.

Families/family member or delegated authority will:

- e) 1. Sign each child in and out of the service upon arrival and at the time of departure, on Record of Attendance with a required pin number.
- f) 2. Remain responsible for their child whilst they are on the education and care premises.

2. ARRIVAL AND DEPARTURE - THE EXPERIENCE FOR THE CHILD AND FAMILY

The responsible person will:

- a) On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that electronic sign on records will be used for emergency evacuations and need to be completed by families both on arrival and on departure from the service.
- b) Communicate with families to provide continuity of care for the families and children throughout the sessions.

Educators and staff will:

- c) Set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting.
- d) Greet families and find out about the child's needs for the appropriate session.
- e) Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.
- f) Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.

Families/family member or delegated authority will:

- g) Communicate any changes of routine with educators. This communication may include:
- Information about medication
 - A change of routine
 - Notify service that a person other than a known authorised person is picking up a child and complete necessary documentation obtained from the service.
 - If there is a change in time of arrival or departure for a child.

These must be known by educators to ensure the safety and wellbeing of each child.

Five Dock OOSH, staff responsibility for a child begins:

- When the child enters the program space and is electronically signed in by parents/guardian.
- When the child arrives to care from his/her classroom or is picked up outside their classroom area (Kindy) and taken to Aftercare and signed in by staff.

Five Dock OOSH, staff responsibility for a child ends:

- When children have assembled into lines for commencement of school
- When a parent/guardian arrives at the centre to collect and electronically signs out the child/children.

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3. DELIVERY OF CHILDREN

- Staff Car Park speed limit **5km/hr No parking permitted for parents/caregivers at any time**
- Children are not to be left at the centre at any time prior to the opening hours of the centre.
- On arrival the person bringing the child is responsible to sign the child in via the electronic procedure.
- Any points of information are to be recorded in the Daily Communication book, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing.
- Children are to place their belongings in the appropriate place.
- The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special/additional needs are communicated.
- Should a child require medication of any kind, parents must fill in and sign the medication form and provide medication to an educator in accordance with the *administering medication* policy

4. COLLECTION OF CHILDREN

- Staff Car Park speed limit **5km/hr No parking permitted for parents/caregivers at any time.**
- Children must be collected by the closing time of the centre.
- The authorised person for collection must be minimum 16 years of age.
- The authorised person who is collecting the child must on arrival complete the electronic sign out procedure.
- The authorised person and children are to ensure that all belongings are collected.
- The authorised person must ensure that a staff member is aware that they are taking the child from the centre.
- Staff are to be notified if the persons collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change must be confirmed in writing by email, and the person picking up the child is asked to bring photo identification. Electronic Identification will be required upon arrival at the service. (This will be set up by staff)
- The names, addresses and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.
- The authorised person is required to give proof of photo identification to staff if they have not seen them previously.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency and the parent or an authorised emergency contact (minimum 18 years of age) cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description, and ask the person to provide the centre with proof of photo identity e.g., licence.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received and photo identification is shown.
- A child can only be released to his/her parent or those designated by the parent on the Enrolment form. If a parent is not allowed to pick up a child, the Centre must have a copy of the Court Order

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signed by the Judge. Without this documentation, we are obliged to release the child to either parent.

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TITLE:	ABSENT AND MISSING CHILDREN		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Services National Regulations (2011) 174, 176
- Education and Care Services National Law Application Act 2011 (Advising of child's absence)

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PROCEDURE

1. ABSENT CHILDREN

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

For absences known in advance, parents must:

Record the information in the daily communication book, email and/or call the centre for the day of expected absence.

If parents do not know until the day, they must:

- Contact the centre by Phone: **9712 3260 prior to your child's scheduled session** and inform an educator that their child/ren will not be attending OOSH.
- This information must be recorded in the phone/message book.
- Parents must indicate the expected time of absence.
- If a child only attends after school care, then the parent must ring and inform the centre when the child returns to school, and that the child will be attending the centre on that afternoon.
- Parents will be informed of this requirement on enrolment and through the parent information booklet detailing the great importance of the centre knowing of a child's absence.

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

- Ask the children of their knowledge of where the child might be.
- Approach the school office and ask for information regarding the child's attendance at school.
- Ensure all other children are well supervised during this time.
- If the child was absent, then the parents will be called on arrival back to the centre to remind them of their failure to contact us and to find out if the child will be attending the next day or not.
- If parents are not available staff will continue to call until a contact is made. If no contact is still made by the next morning, then an authorised person on the child's enrolment form will be contacted to try to find out further details.

2. MISSING CHILDREN

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

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

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

- Inform the school of the missing child.
- Ask them to find out if the teacher is aware of the parent or anyone else collecting the child and assist in the search of the school area.
- Ensure all the other children are well supervised during this time.
- If the child is still not found, then the staff member will:
- Take the other children back to the centre.
- Try to contact the parent or authorised person to inform them and find out any further information.
- Continue to keep in contact with the school.
- Arrange for appropriate staffing levels and send a staff member to look in the local area or follow up on any leads regarding the child going to a friend's home.

If the child remains missing:

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

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TITLE:	MAINTENANCE OF RECORDS		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Service National Regulations (2011) 167,171,181,186,191
- Funding Agreement
- Child Care Benefit
- Accident records, Insurance requirements
- Child Care and Protection Act

PROCEDURE

- OOSH Staff and Sub-committee will ensure that all required records are recorded, properly maintained, updated, and kept in the nominated secure place.
- All records are to be kept confidential and only made available to authorised persons.
- All documents relating to children and parents will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the Sub- committee who require relevant information, or Commonwealth or State Government officers when requested.
- All documents relating to staff will only be made available to the individual staff member, the Director, and an authorised member of the Sub-committee or police if required.
- All documents relating to fee payment and CCS will only be made available to the parent/ guardian or approved persons enrolling the child, staff and authorised members of the Sub-committee or Commonwealth Government officers.
- No member of staff may give information on matters relating to children, to anyone, other than to the parents or guardian enrolling the child when this information has been obtained in the course of employment in the centre.

Exceptions are made:

- For normal information exchange among staff and Sub-committee for the daily operation of the centre and well-being of the staff and children.
- When required to do so in a court of law when subpoenaed.
- When the welfare of the child is at risk, the appropriate government agencies will be contacted.
- No member of staff may give information on matters relating to staff or Sub-committee, to anyone except in normal information exchange among staff and management for the daily operation of the centre and well-being of the staff and children, or when required to do so in a court of law.

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RECORDS TO BE KEPT WILL BE:

1. DAILY OPERATIONS AND ADMINISTRATION

- **Full enrolment forms** -containing information as required under section 160 of the National Standards and Regulations, to be kept in alphabetical order.
- **Waiting list** -indicating priority of access status, date placed on list, care required and if a sibling of a child already in care.
- **Daily records of attendance** - including a roll taken by the staff and the sign in/out record recording the time of arrival and departure.
- **Day book/communication book** - recording specific information that the staff need to be aware of to fully cater for the children in their care.
- **Telephone/ message book** - recording any messages to ensure all staff are fully aware of relevant information.
- **Accident/illness record book** - containing nature of accident or illness, who attended the child and what course of action, was taken.
- Note - Accident and illness records will be kept until the child turns 24.
- **Medication Form** - containing parent's instructions and signature, medication used the date, time and dosage of administration, the person who administered it, and the person who witnessed the administration.
- **Excursion approval file** - containing written permission forms from the parents and kept in the records.
- **Written program** - indicating daily activities in the centre.
- **Information stand** - containing updated relevant information such as infectious diseases leaflet, OOSH updates etc.
-

Transportation checklist- confirm each child was accounted for when embarking and disembarking the vehicle at the service.

- » State how each child was accounted for at the service premises.
- » State that the interior of vehicle was checked after all children have disembarked at the service premises.
- » Accounting for the children during embarking and disembarking of the vehicle.
- » Conducting the vehicle check after children have disembarked.

2. FEES

- **Fee and CCS computer software** - payment of fees, type of fee and dates paid for, by whom, date, amount and childcare benefit received. Child Care Subsidy records will be kept for a period of 3 years.
- **Amount owing records computer software** - indicating fees due, and any outstanding fees, along with procedures undertaken to retrieve outstanding fees.
- **Accounting documents** - All records relating to fees accounting and bank statements are to be kept for a period of 7 years.

3. STAFF RECORDS

- **Staff employment details** - indicating personal details, date of employment, hours of work, position title and job contract and description, resume and references, date for performance review and any discipline or grievance records and documentation.
- **Staff wages** – Staff wages, annual leave and sick leave entitlements.
- **Time and wages** - Time and wage records are to be kept for a period of 7 years.
- **Union and Superannuation details**
- **Work Health and Safety Act 2011 details**

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4. SUB-COMMITTEE MANAGEMENT AND ADMINISTRATION

Sub-committee management - including position titles and duties and current persons holding the positions.

- **Minutes** of meetings. Monthly Financial Statements and Annual Reports of the Sub-Committee to the P&C Association
- ***Policies and Procedures***- will be updated as required in accordance with Regulatory requirements.
- ***Insurance and financial details***- Insurance documents will be kept for a period of 7 years.
- ***Funding and other relevant agreements***, such as school/hall usage etc. All records relating to funding will be kept for a period of 7 years.
- ***Grant Applications and Acquittals of Funding Received*** - All records relating to funding will be kept for a period of 7 years.

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TITLE:	POLICY DEVELOPMENT AND REVIEW		

POLICY STATEMENT

At Five Dock OOSH we will provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. The OOSH Sub-Committee will ensure that all individuals are aware of relevant policies and have free access to the policy booklet.

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Service, National Regulations (2011) 168
- Network of Community Activities

PROCEDURE

1. The OOSH Sub-Committee will ensure the development of all required policies under the National Standards and Regulations and the OSHCQA system of accreditation. Other policies are to be developed as deemed necessary by the management.

This will be based on the following criteria:

- An issue or problem arises that is not addressed in a current policy.
 - A current policy is not meeting the current need.
 - Daily operations of the centre are unclear to staff, parents or Sub-Committee.
 - Staff, parents or Sub-Committee is unsure what to do in a certain situation.
 - There have been changes due to outside influences.
2. All policies must reflect the current philosophy of the centre.
 3. Policies will be recorded in a loose-leaf policy booklet along with the centre's philosophy, date of endorsement and date of review. This booklet is to be kept in the specified place and made available to those who wish to see it.
 4. Sub-Committee will ensure that any new Committee members, staff and families entering the service are made aware of the policy booklet and any specific policies relevant to them.
 5. Any persons involved in the centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and staff will be informed of this policy on enrolment/employment and through the centre's information booklet.
 6. Staff and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.
 7. All new policies, or changes to existing policies will be reviewed in the time frame of 6 operating weeks.
 8. All other policies will be reviewed within an 18-month period and more frequently if the need arises or there are changes to legislation or recognized best practice.

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

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in the centre?

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- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current legislation, acts and standards?

9. Any changes to existing policies will be circulated immediately to all involved in the service through individual notes, notice boards, personal contact and if felt necessary through a group meeting. The date the changes will become effective will be noted.
10. All changes are to be recorded in the policy booklet with the date of endorsement and review.
11. As an ongoing practice specific policy may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the centre.

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TITLE:	PARTICIPATION AND ACCESS		

POLICY STATEMENT

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

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 157
- Family Law Act.

PROCEDURE

1. Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.
2. Staff will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.
3. Staff will accept individual differences in the way parents bring up their children.
4. Parents will be informed of all relevant issues in the centre through direct contact, notice boards, or letters home.
5. Parents are welcome in the centre at all times and staff will happily explain activities or answer any questions about the centre to them.
6. Parents need to be aware of the educator's requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the centre with the Director or another educator, an appointed time suitable to both will be organised.
7. Parents are encouraged to become involved in the centre's activities.
8. We will actively seek this involvement by:
9. Keeping them informed and updated on current issues in the centre.
10. Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
11. Informing them of our participation policy through the parent information booklet.
12. Inform them of the management structure and how they can be involved.
13. Invite them to attend or to read a report of the AGM meeting displayed on the notice board.
14. Inform them of relevant management decisions.
15. Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the centre.
16. Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre.

ACCESS BY NON-CUSTODIAL PARENT

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

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

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- When a non-custodial parent attempts to collect a child from the centre the staff will:
- Be polite, firm and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, staff may say, 'I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent.'
- Ask the person politely to leave.
- If they refuse to leave, call the police.
- In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

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TITLE:	MANAGEMENT OF COMPLAINTS AND FEEDBACK		

POLICY STATEMENT

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

Our service values the **feedback** of educators, Children, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program.

A component of this feedback is the ability to put forward a **complaint** and have this managed appropriately with due consideration for accountability and quality improvement.

CONSIDERATIONS

- Education and Care Service National Regulation (2011) 168 (2) (o), 173, 176
- Community Services Complaints Appeals and Monitoring Act, 1994.
- Child Safe Standards

PROCEDURE

1. The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
2. A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.
3. Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
4. All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.
5. If an individual has a complaint or comment about the service, they will be encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.
6. If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Chairperson or liaison person of the Management Committee, either in writing or verbally.
7. The Management Committee will discuss the issue with the Director and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary, a meeting will be organised with the Director and individual to resolve the problem.
8. All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

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9. The Director or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
10. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Director will write personally to the individual making the complaint.
11. If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

SAMPLE PROCESS (INFORMATION FOR FAMILIES)

- a. Families make a formal complaint about aspects of our service; no person will be disadvantaged in any way as a result of that complaint.
- b. Complaints should be forwarded to:
 - Name of Service
 - Name of Approved Provider
 - Name of Nominated Supervisor
 - Address and Phone
- c. Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- d. Your complaint will be documented by an educator or staff member and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- e. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- f. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

SAMPLE PROCESS (INFORMATION FOR EDUCATORS AND STAFF)

Please note - this is not a grievance procedure. Matters of staff grievance should be dealt with under a grievance policy relating to staff.

- a. Educators and staff may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
- b. Complaints should be forwarded to:
 - Name of Service
 - Name of Approved Provider
 - Name of Nominated Supervisor
 - Address and Phone
- c. Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- d. Your complaint will be documented and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- e. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

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- f. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.

SAMPLE PROCESS (INFORMATION FOR CHILD)

- a) If a child makes a complaint about aspects of our service, no person will be disadvantaged in any way as a result of that complaint.
- b) If child makes complaint to their parent, the complaint should be forwarded to:
- c) Name of Service
- d) Name of Approved Provider
- e) Name of Nominated Supervisor
- f) Address and Phone
- g) If the complaint is made that unethical behaviour was conducted in line with Child Protection appropriate action will be taken in accordance with our Child Protection/Child Safe Policy
- h) The child's complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- i) The child's complaint will be documented by an educator or staff member and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Approved Provider.
- j) Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- k) The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

FEEDBACK

Communications will aim at all times to be open, honest and confidential. Our service will offer a variety of ways to communicate and provide feedback including:

- Day books
- Interactions
- Formal feedback and comments in writing
- Surveys
- OOSH meetings
- With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.
- Families are provided the service's email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times and may email or call throughout the day.
- Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.
- Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters.

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TITLE:	GOVERNANCE AND MANAGEMENT OF THE SERVICE (MANAGEMENT COMMITTEE)		

POLICY STATEMENT

At Five Dock OOSH we will operate a quality centre and will ensure that we adhere to the legal requirements of P&C Association and relevant Government agencies. The OOSH Sub-Committee will ensure that decisions are made within due process, according to the centre's constitution and in the best interests of the service.

CONSIDERATIONS

- My Time Our Place
- Management structure
- Department of Family and Community Services, operational agreements
- NSW Department of Community Services
- Incorporation requirements
- Education and Care Service National Regulations (2011) 168

PROCEDURE

1. APPOINTMENT AND OPERATION OF THE OOSH SUB COMMITTEE

- The Sub-Committee will ensure that the service is managed according to the P&C Association requirements and that all relevant guidelines, acts, regulations and the constitution are adhered to.
- The Sub-Committee's structure will be recorded with the duties clearly described.
- Members of the Sub-Committee will consist of parent users and interested community members.
- Office bearers will be elected each year at the P&C Annual General Meeting.
- All Sub-Committee members will know the requirements regarding:
 - Management structure, roles and duties.
 - Constitution to be held by P&C of Five Dock Public School.
 - Centre's philosophy and goals.
 - Policies and procedures.
 - Funding and operational agreements.
 - National Standards and Regulations and Regulations.
 - Meetings.
 - Financial requirements.
 - Employment responsibilities.
- A power point presentation is conducted yearly to familiarise all sub-committee members of the fundamentals of service. Membership of the management committee will be open to all parents using the service, at a cost of \$2.00 to the P&C Association.
- Parents are actively encouraged to participate.
- Decisions about the overall operation of the centre will be made at the management committee level. Parents and staff will be kept informed about the Sub-committee's membership, meetings and decisions and have opportunities to have input into the management of the service.
- The Director will attend meetings and present a written progress report regarding the running of the centre and will provide information to the Sub-Committee to assist in making decisions.
- A staff member may attend a meeting to raise issues on behalf of the staff and to provide feedback to other staff on the committee's decisions.

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2. ROLE OF THE SUB- COMMITTEE

- a. The Sub-Committee is responsible for the ongoing management of the centre. Primarily this involves legal, financial and employer responsibilities.
- b. The responsibility for the day-to-day operations of the centre is delegated to the Director.
- c. The Sub-Committee meets in accordance with the constitution.
- d. General ongoing tasks of the Sub-Committee include:
 - Ensuring the overall needs of the parents, children and staff are met.
 - Ensuring the smooth daily operation of the centre through the delegation to the Centre Director.
 - Communication of relevant issues to parents, staff, school and the P&C.
 - Publicity and public relations.
 - Development and review of policies.
 - Planning for the implementation of regulatory change and annual budget requirements
 - Financial management and administration where required.
 - Liaison and compliance with funding and licensing bodies.
 - Employment, supervision and direction of staff through the delegated authority of the Centre Director, ensuring appropriate industrial awards are adhered to.
 - Continued maintenance and repair of the building and equipment.
 - Addressing ongoing operational issues as they arise.
- e. Nominated Sub-Committee members may gain access to the services records, etc but only in accordance with confidentiality guidelines and where necessary to fulfil their management responsibilities. Confidentiality will be maintained at all levels at all times.

3. SPECIFIC ROLES OF THE OFFICERS

Convenor/Co-Convenor

- Facilitate the smooth running of the management committee.
- Set the meeting agenda, which will cover all necessary business.
- See that the meeting is properly convened in accordance with the rules of the organisation.
- Determine if a quorum is present at meetings.
- Chair the meeting, helping to make the meeting enjoyable, efficient and quick.
- Ensure the agenda is adhered to and that all members have a chance to contribute to the discussion.
- Help the meeting come to agreement.
- When decisions are made, clearly state what the decisions were, who will implement these and ensure this is recorded in the minutes.
- Provide a Summary at the end of every meeting so that individuals have a clear understanding of tasks to be performed and decisions made.
- Close the meeting only after the business at hand has been properly conducted.
- Act as a spokesperson for the committee when necessary.

Committee Co-convenor

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

Secretary

- Keep records of all business to do with the Sub-committee, including membership records, correspondence and minutes.
- Call meetings giving notice as required under the constitution.
- Read and table for the meeting all relevant incoming and outgoing correspondence.
- Deal with this correspondence as decided by the Sub-committee.

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- Ensure that all correspondence relevant to the staff is forwarded to them as soon as possible.
- Before each meeting, organise the venue and type and distribute the agenda.
- Take the minutes for the meeting.
- After each meeting, copy and distribute the minutes to the members of the Sub- committee and all parents.
- Ensure the minutes of the meetings are kept and updated and signed by the Chair at next meeting.

Accountant (Paid Position)

- Is responsible to oversee the following tasks which may be delegated as appropriate.
- Oversee the financial management of the centre.
- Ensure that true and proper financial records are kept.
- Plan a budget for financial expenditure.
- Pay accounts promptly (also completed by the Director).
- Keep records of receipts and payments.
- Arrange for the banking of monies as soon as possible (also completed by the Director).
- Calculate staff wages, pay staff and maintain wage records.
- Deduct income tax and submit to the Taxation Department. Complete quarterly BAS submission as required by the ATO
- Allocation of petty cash and equipment allowance to the centre (also completed by the Director).
- Present a written report and Income and Expenditure Statement to the Committee meetings.
- Ensure an annual audit is carried out.
- Ensure that all government and funding agreement requirements are carried out (Also completed by the Director).

Some other roles can include:

- **Assistant Secretary** (Not required as at 30.04.2012)
Take on some of the responsibility of the Secretary's role such as dealing with the correspondence. Perform the Secretary's duties in their absence.
- **Assistant Treasurer** (Not required as at 30.04.2012)
Take on some of the Treasurer's responsibilities, such as staff payments and petty cash as decided by the Treasurer. Perform the Treasurer's duties in their absence.
- **Financial sub -committee** (Not required as at 30.04.2012)
Assist in all the above duties and to ensure that the financial aspects of the committee are properly maintained and in order.

In order to spread the Sub- Committee's workload, when possible the following officers should be appointed.

- **Publicity Officer** (Not required as at 30.04.2012)
To arrange for promotion material such as pamphlets or newsletters etc.
- **Liaison Officer** (Not required as at 30.04.2012)

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- To encourage interaction between staff, parents and the Sub-committee.
 - To be on the sub-committee to employ staff for the centre.
 - To ensure new staff are oriented to their job.
 - To encourage staff to participate in staff training.
 - To be involved in staff evaluation and review.
 - To ensure that staff and parent handbooks are updated and available.
 - To participate in the grievance procedure where necessary.
 - To liaise with the Director on the suitability and use of volunteers, work experience or practicum placements.
- **Fundraising Officer (Not required as at 30.04.2012)**
 - To arrange fund-raising activities, either directly or by delegation.
 - For co-ordinating and overseeing fundraising efforts.
 - To be responsible for ensuring that fund raising money is collected and given to the Treasurer for banking.
 - **Public Officer (Not required as at 30.04.2012)**
 - The Committee should appoint a Public Officer to be responsible for submitting the Annual Returns.

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TITLE:	FINANCIAL MANAGEMENT		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Funding and operational agreements
- Incorporation Act
- Income Tax Assessment Act
- Goods and Services Tax
- Superannuation Act
- Staff Awards.
- Education and Care Service National Regulations (2011) 197,198, 207,207

PROCEDURE

1. The Accountant will draw up an annual budget in consultation with the P&C sub-committee and Director and be approved by P&C President and OOSH Convenor.
2. The Accountant will review the budget with the Director clearly identifying relevant issues such as allocated petty cash and monies made available for new equipment etc.
3. The Accountant will report monthly on the progress of the financial state at the executive committee meetings. This information will be available to members of the association. This may be completed through the Director if the Accountant is not available to attend meetings.
4. New Sub-Committee members will be provided with a summary of the service's financial position on their election.
5. The Accountant and the Director will be responsible for ensuring that required financial transactions are recorded properly and stored in a secure place.
6. The Accountant will draw up a time- table for the year that indicates when all returns, reports and other financial accountabilities are due.
7. The P & C Treasurer will be responsible for the annual audit and will liaise with the Director and the OOSH Accountant on any required information.
8. The Accountant will be responsible for ensuring that all these are carried out by the appropriate time frame.
9. The Accountant will ensure the payment of staff on a fortnightly basis, according to the appropriate Award entitlements and that all tax and superannuation deductions are made.
10. The Director or other delegated person, will be responsible for the day to day financial management of the centre such as collection and banking of fees, allocation of petty cash and payment of bills.
11. The Accountant is responsible to ensure the balance sheet, income and expenditure statement and financial report are completed.
12. The Accountant is responsible for ensuring that the financial report is submitted to the funding bodies within the time frame outlined in funding agreements.
13. The Audited Balance sheet and Income and Expenditure statement will be presented to the Association's members at the AGM.
14. All financial records will be kept for a period of 7 years and will be made available for inspection by the relevant government Department officers.

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15. Any changes to pays are to be made with the written approval from the P&C President/ OOSH Convenor. Notification of change in Allowances that are relevant to the Children's Service Award 2010 (MA000120) that are implemented are to be applied from date mandated.

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TITLE:	CONFIDENTIALITY AND PRIVACY		

POLICY STATEMENT

All information about children, parents, families and staff is confidential.

This information is kept in a locked filing cabinet. Sub-committee, staff and Parents, should respect the privacy and confidentiality by speaking with the Director, and should not be discussed with unauthorised personnel.

All information pertaining to the Centre should be considered to be confidential,

This includes:

- Information relating to any child enrolled at the Centre and/or that child's family.
- Information about any of the staff or sub-committee members and/or their families
- Information on issues relating to the running of the Centre.
- Purposeless discussion does nothing but undermines the staff's relationship with parents and is detrimental to the good name of our Centre. The privacy of others should be respected at all times.

CONSIDERATIONS

- My Time Our Place
- Requirements of the National Privacy Principles which are set out in the Privacy Act, 1988.
- Education and care service National Regulations (2011) 168 (2) (I) 181, 183,184
- Australian Children's Education and Care Quality Authority (ACECQA)

PROCEDURE

1. STORAGE OF INFORMATION

- a. The Nominated Supervisor will ensure that all personal information is stored securely reducing the chance of unauthorised access, use or disclosure.

2. ACCESS TO INFORMATION

- a. The Nominated Supervisor will ensure that information kept is not divulged or communicated, directly or indirectly, to anyone other than:
- b. Medical and developmental information that is required to adequately provide education and care for the child, or The Department of Education and Communities, or an authorised officer, or as permitted or required by any Act or Law.
- c. Individuals will be allowed access to their personal information when they request it. Authorised persons may request to view any information kept on their child.
- d. Information may be denied under the following conditions:
- e. Access to information could compromise the privacy of another individual;
- f. The request for information is frivolous or vexatious;
- g. The information relates to legal issues, or there are legal reasons not divulge the information such as in cases of custody and legal guardianship.

3. MAINTAINING INFORMATION

- a. The Nominated Supervisor is responsible for keeping all service records required under the Education and Care National Regulation 2011. Information will be updated regularly.
- b. Education and Care Services National Regulations 2011 and the Privacy Legislation, educators and staff employed by the education and care service bound to respect the privacy rights of

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children enrolled and their families; educators and staff and their families and any other persons associated with the service. Educators will sign a Confidentiality Statement as it relates to privacy and confidentiality of information.

- c. Privacy is to be respected at all times.
- d. No information is to be given out without written authority from the parent or legal guardian. The only exceptions will be for legal reasons such as information for the police or Community Services.
- e. Confidential information is to be stored in a secure lockable cabinet.
- f. A confidential issue can be discussed at a meeting without divulging the personal details of the individual/s involved. Once the meeting is closed details should not be discussed with people outside the meeting.
- g. Any information given in confidence to a staff member should remain between that member of staff and the Director. If the Director considers that this information will impact on the wellbeing of any child or staff member at the Centre, then the information will be shared as is necessary.
- h. There will be times when parents need to speak in confidence with staff of the Centre. This should be done in a quiet private area.
- i. Confidentiality needs to be taken seriously within the service. A professional approach is needed at all times.

Staff/ sub-Committee contact details, phone numbers, addresses etc. are not to be given out under any circumstances. In the event of someone needing to contact a staff or sub-committee member, take their particulars and advise them that you will pass them onto the said person, and they can call back.

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TITLE:	PROFESSIONAL STANDARDS & CODE OF CONDUCT		

POLICY STATEMENT

This code is written to provide staff, Parents/Caregivers and children with a clear understanding of the expected standard of behaviour required when undertaking their roles within the service. Staff, Parents/Caregivers and children are required to act in a manner that promotes a productive and harmonious environment.

Staff working within the service must always act in accordance with the law following the best interests of the organisation, the children we care for and their families.

CONSIDERATIONS

- Education and Care Service, National Regulations (2011) 168
- Community Services Complaints Appeals and Monitoring Act, 1994.
- Early Childhood Australia - Code of Ethics
- Australian Children's Education and Care Quality Authority (AC
- ECQA)
- National Outside School Hours Services Association
- Parents and staff

PROCEDURE

1. PROFESSIONALISM

Staff are required to act with integrity, fairness, respect, honesty, compassion and in an ethical manner. These standards are applied to all interactions within the organisation:

- Between staff and children
- Between staff and parents
- Between staff and staff
- Between staff and the general public

These standards are also to be applied personally in managing the organisations assets, equipment and materials, complying with all policies and procedures, adhering to the principles of privacy and confidentiality and in general conversation about the service, its people and future directions.

Where educators fail to undertake due care or fail to adhere to the code such action will constitute misconduct and lead to disciplinary action.

Contract staff, volunteers and students must also abide by the terms and conditions of this code and where breaches occur, reviews of any agreement will be undertaken.

2. RIGHTS AND RESPONSIBILITIES OF STAFF

All educators have the normal rights and obligations of employees under common and statute law. Staff must in their duty comply with a lawful direction given by the Director. Staff may question such direction where they feel it violates the code.

All educators have a responsibility to perform their duties effectively and to be aware of the service policies, procedures and directives. Sub-committee and management staff have a responsibility for the distribution of such documents and all educators have the responsibility for reading and questioning any items that require clarification for comprehensive understanding.

It is understood that educators will want to ensure that the systems and procedures used in their workplace are effective. Educators are encouraged to take responsibility for systems improvement

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offering suggestions for improvements and implementing new work practices in a timely manner.

Educators are advised to be familiar with all Acts and Legislation that affect their workplace.

- Children and Young Persons Care and Protection Act
- Children's Services Regulation 2004
- Work health and Safety Act 2011
- Child Care Administrations Act
- Privacy and Personal Information Act

3. WORKING WITH CHILDREN CHECKS

All staff employed, contractors, volunteers and students completing their practicum arrangements at Five Dock OOSH will be required to undertake a working with children check. Students may provide recognised checks through their educational institution specifically undertaken for the completion of their practicum arrangements.

4. DUTY OF CARE

"Anyone in charge of children, whether as a parent or teacher, owes a duty to protect his charges from foreseeable dangers whatever their source".

(Fleming, *The Law of Torts* 1983, p.142).

As a basic principle under the Common Law of Tort, every person is bound to exercise a duty of care in their dealing with other persons in the provision of goods and services and in respect to the use of equipment or ownership of premises.

Legal liability may arise when a person fails in the exercise of that duty of care (or negligence) and injury or damage is caused by that negligence. All staff being employed in the provision of child care programs are responsible to ensure that proper care is taken to protect children, their families, staff, visitors and students from harm in all circumstances.

5. CHILD PROTECTION/CHILD SAFE

Staff should effectively implement policies and programs for child protection and student welfare.

6. CONTROL OF RISKS

All services are required to undertake observation, monitoring and risk assessments for their programs and excursions. Risk assessments should also be undertaken where any child protection concerns arise alongside concentrated observation and monitoring. All concerns are to be reported to Management and the Executive the same day they arise.

7. PROFESSIONALS CODES

It is recognised that staff may adhere to professional codes within the industry and their profession. Where it appears that a conflict arises between this code and a professional code staff are required to bring the matter to the attention of Management staff for discussion and resolution.

8. COMPETENCY

Efficiency, effectiveness, sound judgement and striving for high quality in service provision are the standards sought by and required of staff. There is an expectation that staff will seek to be competent and whenever possible assist those around them to also improve and enhance their levels of competency.

Staff have an obligation in the context of their employment to support and advocate for the rights of children and the need for high quality service provision within the childcare sector.

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Where educators have been involved in unlawful and unprofessional conduct whether within the service or in a private capacity, and that behaviour damages the reputation of the service, disciplinary action will result.

9. PRESENTATION

Educators are to adhere to the dress code of the service presenting themselves in a professional manner for work. Dealing with parents, children, colleagues and the public

- Staff must treat everyone with respect, fairness and consistency. Staff must be courteous and sensitive to others needs and as far as is practical, provide all the necessary assistance possible.
- Irrespective of status or position, all staff are to conduct themselves in a manner which will promote cooperation and harmonious relations. A cooperative collaborative atmosphere conducive to the promotion of integrity will assist all staff in the implementation of this code.
- Staff should be aware and tolerant of others views especially when they are different from their own.
- Staff are to be aware of discriminatory behaviours and ensure that their conduct is not discriminatory or in any way harassing to others.
- Staff must ensure that the rights and dignity of others is supported and upheld in all circumstances being sure to actively promote and advocate for the rights of children in all services.
- Where staff recruitment is undertaken suitable applicants will be selected according to their merit and aptitude for positions to be filled.

10. PRIVACY AND PERSONAL INFORMATION

All personal and health information is only to be recorded under the following circumstances:

- Where there is a legitimate legal need
- Where it is factual
- Where the information is kept secure under lock and key
- Where only those persons legally able to view or share the information have access to it

Staff should never reveal personal information to enquirers without legitimate proof that person can access that information. Where Government agencies request information about children, families or staff a written request is required on Departmental letterhead either faxed, emailed or through Australia Post.

Staff are to ensure that under no circumstances is any personal information of any kind including confirmation of employment or care provision to be provided to any enquirer without the appropriate written documentation being received and verified.

11. WORK HEALTH AND SAFETY

All staff are expected to comply with the WHS Act and Regulation as well as any instructions or procedures from the Director stating any requirements for workplace health and safety. Health and safety covers actions to minimise cross infection within services, identification of hazards and actively attending to hazards when identified, hygiene and cleanliness procedures, appropriate care and maintenance of equipment and facilities, personal care and wellbeing, being alert to risks and potential risks, the treatment of others and mental health awareness and adherence to policies and procedures alongside the appropriate use of personal protective equipment. Staff are to actively pursue training in this area when offered.

Staff will also have an obligation not to wilfully place themselves or others at risk or injure themselves or others in the workplace. Information is available to all staff in relation to workplace health and

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safety and it is both the responsibility of management to provide such information and the responsibility of staff to read and where unsure to ask questions about such information to gain a true understanding and therefore ensuring the maximum provision of a safe and healthy workplace environment.

12. CONFLICT OF INTEREST

A conflict of interest may arise from:

- Cultural or religious values expressed
- Other professional ethics
- Personal or professional relationships
- Financial or proprietary interests
- Status or role
- Secondary employment

Five Dock OOSH operates a conflict of interest register. Where a conflict of interest exists or is thought to exist, educators are to inform the Director and register the conflict in the Conflict of Interest Register.

Wherever a conflict exists staff are to ensure they excuse themselves from any decisions made where conflicts exist. Staff are also to ensure that at any point the interests of Five Dock OOSH are paramount where conflict occurs.

13. GIFTS AND BENEFITS

Children's Services have a long history where families have traditionally provided small gifts to staff by way of flowers or tokens in appreciation of the care provided to their children, often care that has been provided over many years. These gifts and the manner in which they are offered are acceptable to our service.

Gifts that are of significant value and which may be seen as bribes, impartial and likely to question staff integrity should be politely refused in all circumstances.

Any staff member who accepts a gift from any person in return for favourable treatment of the donor will be guilty of misconduct. In such circumstances, disciplinary action will follow. In circumstances where such conduct constitutes gross misconduct termination of employment will occur.

Any staff member who is offered a bribe of any kind is to politely refuse indicating it is improper and against the Code of Conduct. Any such action should be reported to the Director of the service or next level management.

At no point should any staff employed by our service offer any gifts or bonuses to any other agency for the specified purpose of advantageous treatment or perceived improper influence. Disciplinary action involving suspension and or dismissal may result.

14. CASUAL, PART TIME STAFF AND CONTRACTOR'S ADDITIONAL INFORMATION

Casual, part-time and contract staff are likely to be engaged in other employment. A conflict of interest may appear where educators are asked to babysit children from families enrolled in our service. It is the responsibility of the parent and the arrangement made with the individual they have requested to care for their child/children in their family home, the service holds no liability for these requests and asks that strict adherence to confidentiality must be maintained.

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15. RELATIONSHIPS WITH THE CHILDREN IN OUR CARE

- Educators are expected at all times to be aware of the care, welfare and safety of the children in our care and to promote safety and wellbeing in all services and through all activities.
- All educators must be aware of and adhere to the Child Protection Legislative guidelines and procedures of our service.
- All educators are to be aware that any child booked into our care should not be interacting with any child within the school grounds that is not booked into OOSH care.
- Spending inappropriate amounts of time with particular children, providing gifts and special favours and allowing some children to overstep boundaries is highly inappropriate and will be viewed in terms of grooming behaviour where they occur in clusters or over specified periods of time. Such behaviour will be treated as serious misconduct and termination of employment will occur alongside reports to Human Services and notifications to the Commission for Children and Young People.
- Any staff member found to be in breach of these guidelines causing risk of any kind to the safety and wellbeing of a child or children in their care will be subject to disciplinary action which may involve termination of employment and subsequent notifications to the Commission for Children and Young People.
- Staff should develop professional relationships with students that cannot be misinterpreted as a personal, as opposed to a professional relationship.
- Staff are required to conduct any already established personal relationships with children and their families in a non-compromising manner.

16. PHYSICAL CONTACT WITH CHILDREN

Staff must ensure they do not engage in any activity that could result in physical harm or assault. Assault occurs where a staff member has been physically reckless or hostile in an application of force or the threat of such action. Physical contact in everyday actions does not amount to assault. Reasonable action to intervene to protect children from themselves or other actions does not amount to assault.

17. NEGLECT

Staff must ensure at all times that physical or emotional neglect does not occur. Such things as refusal of food or non-provision of adequate food, ensuring appropriate clothing and emotional support through recognition of the child's efforts, attention to their welfare and positive interactions with verbal encouragements.

18. PSYCHOLOGICAL HARM

At no point should any staff member engage in:

- constant criticisms of a child,
- teasing or belittling language
- excessive and unreasonable demands
- hostility, verbal abuse and rejection
- use of social isolation and inappropriate locations as punishment

19. DRUGS, ALCOHOL AND TOBACCO

Permanent or temporary and long-term casual staff experiencing difficulties in relation to alcohol, tobacco or other drugs, are encouraged to access the Employee Assistance Program, for assistance.

Staff are required to adhere to the Drug, Alcohol and Tobacco policy. Where prescribed medication is required staff must ensure such medication is kept in a secure location inaccessible to children and other staff.

All medications for children are to be stored and administered in line with medication policy and procedures.

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20. DISCRIMINATION, HARASSMENT AND WORKPLACE SAFETY

All staff are required to adhere to a professional ethics standard where workplaces are to be free of all forms of harassment and workforce discrimination. All staff are to be aware of equal employment opportunity policy.

Alongside unlawful harassment of staff, it is incumbent upon all staff present at services to ensure no child, children or visitor to services suffer from such harassment.

Staff must not harass or discriminate against any person on the grounds of race, sex, marital status, disability, homosexuality, age, transgender or carer's responsibilities. Such harassment or discrimination may constitute an offence under the *Anti-Discrimination Act 1977*. In addition, staff must not harass or discriminate on the grounds of political or religious conviction.

21. WORKPLACE SAFETY

Under the Work health and Safety Act 2011 Five Dock OOSH as an employer has an obligation to provide a safe and healthy working environment. Staff also have an obligation to take steps to protect their own health and safety and that of their colleagues, the children and visitors. All staff must observe, and Supervisory staff must ensure that staff observe risk management, health, safety, security and personal protective equipment procedures and requirements. Staff must identify, and report hazards promptly using the supplied forms and channels of communications and supervisors must ensure these are eliminated or controlled.

22. INFORMATION COLLECTION AND PUBLIC COMMENT

The Sub-Committee or Director will have all responsibility for any dealings with the media and staff are to refer any requests for information that occur.

Staff need to be aware of and comply with the *Privacy and Personal Information Protection Act 1998*. Particular care must be taken with the collection, storage, use and disclosure of personal information in order to protect individuals' privacy. In general, staff must not use or disclose personal information for a purpose other than that for which it was collected, unless consent for other uses or disclosure is obtained from the person to whom the information relates.

Personal information collected or held by Five Dock OOSH must be held securely to:

- Avoid loss
- Avoid unauthorised access, use, modification or disclosure
- All other misuse.

The Privacy Act contains criminal sanctions for the unauthorised use and disclosure of personal information by staff.

Staff must not make private use of Five Dock OOSH internal official information. Misuse of official information, whether or not for monetary gain, will be viewed as corrupt conduct and subject to disciplinary action. Approval may be given however for staff to make use of official documents in defence of defamation and associated legal actions.

23. USE OF RESOURCES

Stationery, letterhead and our official logo must not be used for anything other than official business. Staff should not seek to make private use of the services of other staff whilst those staff are on duty. Staff who are asked to do jobs that are not work related in work time should refuse.

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Five Dock OOSH facilities and equipment must not be used for private employment or for private financial gain by staff. Where an organisational software licence agreement permits staff to use software on a home computer, it must not be used in connection with private employment or commercial use.

24. SUGGESTION, COMPLAINTS AND ALLEGATIONS

Staff who become aware that a report, complaint or disclosure has been made must not take or appear to take any detrimental action against the complainant in reprisal. Any such actions will attract severe penalties including official reporting to the New South Wales Police force.

All staff are to be aware of and comply with the services Grievances and Complaints policies. It is entirely proper that staff suggest procedural changes to this and any other policy in line with the organisation's desire for improvement.

25. STUDENT CODE OF CONDUCT

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Travel to and from school & excursions safely and without harassment

26. CHILDREN'S RESPONSIBILITIES

- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- Express themselves in an acceptable manner

27. CHILDREN'S LIMITS

- We keep our hands and feet to ourselves
- We keep within our own personal space
- We walk inside
- We get permission from the owner before we borrow something
- We inform staff when attending toilets and gain a pass for access to bathrooms.
- We stay in the grounds of the Centre unless we are accompanied by an Educator or parents
- We use good manners when we speak
- We respect others and their feelings
- We allow the speaker to finish speaking before replying
- We respect our property as well as other individuals property
- We understand that we are not allowed to play with any other children within school grounds that are not booked in to OOSH care.

28. PARENTS/CAREGIVERS CODE OF CONDUCT

- Parents/caregivers cannot discipline other children.
- There will be no swearing or raised voices
- It is the parent's responsibility to contact the service regarding any change to the child's attendance pattern and/or authorised pick up for their child's booked sessions.

FURTHER INFORMATION

Staff, parents/carers seeking further information in relation to this Code or any Policy and Procedure of the service are invited to contact the Director or Sub-committee for personnel clarification.

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TITLE:	ACCEPTANCE AND REFUSAL OF AUTHORISATION		

POLICY STATEMENT

At Five Dock OOSH we require authorisation for actions such as administration of medications, collection of children, excursions, transportation and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 168 (2) (m) 160B
- We will ensure that we only act in accordance with correct authorisation as described in the *Education and Care Services National Regulations, 2011*.

PROCEDURE

The Nominated Supervisor will:

1. Ensure documentation relating to authorisations contains:
 - a. the name of the child enrolled in the service;
 - b. date;
 - c. signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
 - d. the original form/letter/register provided by the service.
2. Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
3. Keep these authorisations in the enrolment record.
4. Exercise the right of refusal if written or verbal authorisations do not comply.
5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.
6. **AUTHORISATIONS FOR DROP OFF/COLLECTION/MEDICAL EMERGENCY/TRANSPORTATION**
 Authorisation for a child must be given by a parent or other person authorised by the parent and named in the child's enrolment form as having authority to authorise drop off/collection/medical emergency/transportation of a child.

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TITLE:	DETERMINING RESPONSIBLE PERSON		

POLICY STATEMENT

The Education and Care Services National Law determines that a responsible person must be physically present at a centre-based service at all times that an Approved service operates.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 150,168 (2) (i) (ii), 177

PROCEDURE

1. A responsible person will be on the premises at all times, and the details of the responsible person at any time will be clearly displayed for educators, staff and families.
2. The process for determining the responsible person will be clear to all educators and staff and followed at all times.
3. Details of the person responsible are documented and displayed for all users of the service.
4. A service must always have a responsible person physically present at all times.

A responsible person can be:

- a. **The APPROVED PROVIDER** – if this is an individual. If it is an organisation or company, then someone with management and control of the service.
- b. **The NOMINATED SUPERVISOR** – this is a person with a Supervisor's Certificate designated by the service as the Nominated Supervisor.
- c. **A CERTIFIED SUPERVISOR** who has been placed in day-to-day charge of the service.

The Approved Provider will:

- Ensure Nominated Supervisors and Certified Supervisors have a clear understanding of the role of the Responsible person;
- Ensure the responsible person is appropriately skilled and qualified;
- Ensure a responsible person is physically present at the centre. A substitute for the responsible person will be in present where a Waiver is in place.

The Nominated Supervisor or delegated authority will:

- Arrange for the keeping of a **"responsible person record"**. This record will document the current responsible person.
- The name of the responsible person will be displayed in the main entrance at the service.
- Develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of children.

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TITLE:	INTERACTIONS WITH CHILDREN		

POLICY STATEMENT

At Five Dock a positive atmosphere and the wellbeing of children within our care setting is promoted through attentive care and quality interactions with children. Emotional development and social relationships are enhanced through thoughtful and sophisticated approaches to conversation, discussion and promotion of children's language and communication.

Children who experience relationships that are built on respect, fairness, cooperation and empathy are given the opportunity to develop these qualities themselves. When children have positive experiences and interactions, they develop an understanding of themselves as significant and respected within the environment and feel a sense of belonging.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 155, 156 & 168

PROCEDURE

Interactions with children will:

- promote a safe, secure and nurturing environment;
- be authentic and responsive;
- be based in fairness, acceptance and empathy with respect for culture, rights, community and the individual.
- Attend to all children's emotional needs.

The Nominated Supervisor and Educational Leader shall:

- Guide professional development and practice to promote interactions with children that are positive and respectful;
- Establish practice guidelines that ensure interactions with children are given priority and those interactions are authentic, respect difference and be fair and just.

Educators and staff will:

- Respond to children's communication in a just and consistent manner;
- Respond sensitively to children's attempts to initiate interactions and conversations;
- Initiate one to one interactions with children, particularly during daily routines and conversation with each child.
- Support children's efforts, assisting and encouraging as appropriate;
- Support children's secure attachment through consistent and warm nurturing relationships;
- Support children's expression of their thoughts and feelings;
- Encourage children to express themselves and show an interest and participate in what the child is doing;
- Encourage children to make choices and decisions;
- Acknowledge children's choices and decisions; sensitively intervene in ways that promote consideration and alternative perspectives and social inclusion. Guidance strategies should be reflective of this approach;
- Acknowledge each child's heritage;
- Respect cultural differences in communication and consider alternative approaches to own.

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CHILDREN'S CULTURAL DIFFERENCES IN COMMUNICATION

Interactions within the setting are greatly enhanced when children actively participate within the centre environment. Guidance strategies should be reflective of this approach; positive experiences and ongoing communication with children and families are a reference point for interactions and a foundation for authentic and respectful communication.

- **Listening**

Educators and staff must use listening as a foundation for interactions. Listening is based on observation and in leaving spaces in conversations and communication, suspending judgement and in giving full attention to children as they communicate. Truly attending to children's communication promotes a strong culture of listening.

- **Children and Families**

A culture of respectful interaction is promoted throughout children's interactions. Listening is based on observation and in leaving spaces in conversations and communication, suspending judgement and in giving full attention to children as they communicate whilst interacting.

- **Reflection and Consideration**

Time is dedicated to reflecting upon interactions within children. Reflections should consider how to spend extended periods engaged in interactions with children that encourage communication and listening.

- **Role Modelling**

Educators model positive interactions when they:

- Show care, empathy and respect for children, educators, staff and families;
- Learn and use effective communication strategies;
- Remember - quality interactions increase children's knowledge and understanding of themselves, each other as unique individuals and develop the skills and understandings they need to interact positively with others.

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TITLE:	SUPERVISION		

POLICY STATEMENT

Five Dock OOSH maintains a safe and secure environment where children are free to explore and learn more about their world and environment. The approved provider and educators are familiar with regulatory requirements and standards regarding supervision. Our service encourages educators to evaluate their supervisory practices and implement plans that increase their awareness of the layout, risk management and supervisory choices within the education and care environment.

Children must be adequately supervised at all times that they are being educated and cared for both at the service and on excursions. Supervision can prevent and reduce accidents through early detection of potential hazards and an awareness of the children, and their activities. Our service prioritises regular assessment of their supervision practices in order to increase educator's awareness of their duty of care and to continuously improve supervision procedures. (Changes are made as required)

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Building Code of Australia rebuilding requirements for new buildings/visibility of children's bathrooms
- Education and Care Service National Regulations (2011) 100-102, 115,120,166,168,176

PROCEDURE

The Approved Provider will:

- Ensure that the Department of Education buildings are maintained in conjunction with Five Dock Public School and Five Dock OOSH to facilitate supervision of children at all times while considering the need to maintain the rights and dignity of all children. (DET Buildings)
- Ensure that the age and supervision requirements for educators are maintained at all times. Any educators who are under eighteen years of age may work at the centre-based service, provided they do not work alone and are adequately supervised at all times by an educator who is over eighteen years of age.
- Notify the regulatory authority within 24 hours if a child appears to be missing, cannot be accounted for, appears to have been taken or removed from the premises, or has mistakenly been locked in or out of the education and care services premises.

The Nominated Supervisor will:

- Carefully plan rosters that ensure continuity of care and adequate supervision at all times when children are being cared for and educated in the service and on excursions.
- Ensure that a risk assessment is carried out before an authorisation is sought for an excursion. The risk assessment will consider and identify the number of adults required to ensure continuous adequate supervision throughout the excursion.

Educators will:

Document a supervision plan and strategies for both the indoor and outdoor areas. This will assist educators to position themselves effectively for supervising the children's play. They will take into consideration the layout of the premises and grounds, any higher risk activities, the presence of any animals, the location of activities and the location of bathroom and nappy change facilities.

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- Inform new and relief educators about supervision arrangements and what is required of them in relation to supervising children.
- Regularly review the supervision plan and strategies to evaluate the effectiveness of the plan and its implementation by educators. The supervision plan and strategies will be displayed for families in all rooms and in the outdoor area.
- Seek to ensure that two educators are present/ within view when working with children and when supporting children with toileting/hygiene routines.
- Arrange the education and care environment to maximise the ability of educators to supervise all areas accessible to children. Particular focus will be on gates, the fence line and doors during arrival and departure times.
- Be aware of the importance of communicating with each other about their location within the environment. (Walkie talkies used)

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TITLE:	PROVIDING A CHILD SAFE ENVIRONMENT		

POLICY STATEMENT

Five Dock OOSH as the approved provider and ALL our educators understand the importance of providing a safe environment for all children participating in our service. All children have the right to experience quality education and care in an environment that safeguards and promotes their health and safety.

We will:

- Ensure that children are adequately supervised at all times
- Organise rooms and environments to minimise risks to children
- Monitor and minimise hazards and safety risks in the social environment
- Implement our child protection and our incidents, injury, trauma, illness policies
- Take every reasonable precaution to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

CONSIDERATIONS

- My Time Our Place
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 84 168 (2) (h)
- Work Health Safety Act 2011
- Child Wellbeing and Safety Act 2005
- Children's Guardian Act 2019
- Child Safe Standards 2020

PROCEDURE

As the Approved Provider we will:

- Ensure that sufficient numbers of educators are employed to ensure adequate supervision at all times
 - Adopt policies and procedures to protect children being educated and cared for by the program from harm and from any hazard likely to cause injury
- Our nominated supervisors/certified supervisors/responsible persons in charge will:
- Draw up rosters to ensure that adequate numbers of educators are on duty to meet ratio and qualification requirements and to ensure adequate supervision of children at all times
 - Engage casual staff as appropriate
 - Ensure staff are aware of the need for adequate supervision of children at all times.
 - This may include the development of supervision charts for outdoor or indoor areas
 - Adopt policies designed to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury are implemented and that all staff are aware of these policies and procedures

Our educators will:

- Adequately supervise children within their group at all times both indoors and outdoors; and Inform the nominated supervisor/Responsible person whenever supervision is inadequate within their care to ensure the health and safety of all children.

Our families will:

- Inform the nominated supervisor, responsible person or educators if they have any concerns about supervision or safety within the program.

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Organisation of rooms and environments

As the approved provider we will:

- Make necessary allowance within budget to allow for the replacement of worn and damaged equipment and resources which may provide safety risk for children/users
- Make necessary allowance within budget to allow for the adequate maintenance of all indoor and outdoor equipment used within the environments

Our nominated supervisors/certified supervisors/responsible persons in charge will:

- Organise rooms and groupings to enable adequate supervision of children and so to minimise the risk to children
- Organise repairs and maintenance to equipment and environments in a timely manner

Our Educators will:

- Organise indoor and outdoor spaces to ensure risks to health and safety are minimized; and Inform the Nominated Supervisor/Responsible person/ WHS officer of repairs and maintenance needed within the service to ensure the health and safety of children

Our families will:

- Inform the nominated supervisor/responsible person or educators of repairs and maintenance needed within the service to ensure the health and safety of children

Risk Assessment

Our nominated supervisors/certified supervisors/responsible persons in charge will:

- Conduct a risk assessment of the service environment on a quarterly basis to determine any risks to children's health and safety
- Conduct a daily sweep of both indoor and outdoor areas to minimise risk
- Analyse and evaluate the risks associated with identified hazards
- Determine appropriate ways to eliminate or control identified hazards
- Review risk assessments after any serious incident report is made to the Department of Education and Communities

Our Educators will:

- Report any risks or hazards within the service to the nominated supervisor/Responsible person as soon as possible

Our families will:

- Report any risks or hazards within the service to the nominated supervisor/Responsible person as soon as possible

As the approved provider we will / our nominated supervisors and educators and staff will:

- Comply with the requirements of Five Dock OOSH child protection/child safe policy to ensure the minimisation of children's risk to harm
- Comply with the requirements of Five Dock OOSH Tobacco, Drug and Alcohol policy.
- Policies will be readily accessible to educators/staff, families and visitors

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TITLE:	Sleep, Rest, Relaxation and Clothing		

POLICY STATEMENT

Five Dock OOSH believes that effective rest and, where necessary, sleep strategies are important factors in ensuring a child feels safe, secure and comfortable in the service environment. The service defines 'rest' as a period of inactivity, solitude, calmness or tranquility and is considered different to a child being in a state of sleep in regards to the school age care of children. Whilst the majority of children who access our service may never need to sleep or rest during their time at the service, it is important that educators can accommodate the rest needs of all children regardless of their age if it is needed. Examples of when this may be necessary are when children are feeling unwell, if they are tired from an excursion or if they have additional needs and their rest requirements are greater than their peers.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 81,168 (2) (a)
- Early Years Learning Framework 2009

PROCEDURE

The Nominated Supervisor will ensure:

- There is a quiet and restful environment for sleep and rest that enables educators to see, hear and closely monitor children.
- There are comfortable spaces for children to engage in quiet experiences.
- Educator to child ratios are maintained at all times when children are sleeping and resting.
- This policy is provided to parents during enrolment.

The Nominated Supervisor will ensure Educators, Staff & Volunteers:

- In accordance with the Education and Care Services National Law and Regulations, the service will ensure that the needs for sleep and rest of children in the service are met, having regard to the ages, developmental stages and individual needs of the children.
- The service's Sleep and Rest Policy is based on recommendations from the evidence-based practice detailed on the ACECQA website.
- The service consults with families about their child's individual needs and to be aware of the different values and parenting beliefs, cultural or otherwise that are associated with rest.
- If a family's beliefs and practices are in conflict with the evidence-based practice recommendations, then the service will not endorse an alternative practice, unless the service is provided with written advice from a medical practitioner.
- The service has a duty of care to ensure that all children are provided with a high level of safety when resting or sleeping while in care.
- In meeting the service's duty of care, it is a requirement that management and educators implement and adhere to the service's Sleep and Rest Policy.
- All children will be placed on their back to rest when first being settled for a rest. If a child turns onto their side or stomach during sleep, then allow them to find their own sleeping position.

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- All children will rest with their face uncovered.
- Children's rest environments are free from cigarette or tobacco smoke.
- The rest environment, equipment and materials will be safe and free from hazards.
- Educators monitor resting children at regular intervals and supervise the rest environment.
- Comfort children when required.
- Respect the privacy needs of each child when dressing and undressing.

As the approved provider we will

- Ensure the nominated supervisor/Responsible person satisfies their responsibilities in the management of child sleep, rest, relaxation and clothing Safe resting practices for school children (5 years)

The Nominated Supervisor, Educators, Staff and Volunteers will:

- If a school age child requests a rest then there is a designated area for the child to be inactive and calm, away from the main group of children.
- The designated rest area may be a cushion, mat or seat in a quiet section of the care environment.
- Quiet, solitary play experiences are available for those school age children who request the need for a rest or time away from their peers.
- Safe resting practices are relevant to school age children because, if they are resting or sleeping, they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping as described above.
- Light bedding is the preferred option if requested by the child.
- Educators will show awareness of children's comfort and avoiding overcrowding when children are in need of rest or sleep.
- Our service will provide a range of both active and restful experiences throughout the program and support children's preferences for participation.
- Child will be encouraged to lie down & make themselves comfortable when displaying signs of being unwell.
- Place school children on their back to rest (or ask them to lay on their back to rest).
- Allow school children to find their own sleeping position if they move while sleeping or after lying on their back initially.
- Position child's bedding so that children are laying head to toe, ensuring no exits are blocked.
- Ensure a school child's face is never covered with linen while they are sleeping, use light bedding as the preferred option
- Children who are unwell (and waiting collection from a parent /guardian) will be given the highest supervision priority and monitored constantly especially if the child has a high temperature, vomited or received minor trauma to their head. For example, a child who has received a blow to the head while playing sport.
- Parents will be contacted immediately to make arrangements to collect the child as soon as possible.
- The service will ensure the room temperature, airflow, noise and lighting is conducive to sleep and rest when necessary.
- There may be occasions where children with additional needs will need to sleep or rest and may require using their own sleep resource i.e. weighted blanket. It is important that children are not left alone whilst sleeping using items like these.

Hygiene Practices

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The Nominated Supervisor will ensure:

- Linens are cleaned with soap and water as needed after each use if visibly soiled.

If a child soils educators, staff and volunteers will:

- Wash hands and put on gloves
- Clean the child
- Place solid clothing or linens in a plastic bag then in the solid clothing container and place notification tag for parents to see an educator
- Remove gloves
- Dress the child, wash the child's hands and their own hands
- Cleaning schedules is displayed.

Children's Clothing

The Nominated Supervisor, Educators, Staff and Volunteers will discuss with parents the need for children to be dressed in clothes that:

- Are suitable for the weather i.e. loose and cool in summer to prevent overheating and warm enough for cold weather including outdoor play in winter.
- Protect them from the sun during outdoor play (refer Sun Protection Policy).
- Allow children to explore and play freely.
- Do not restrict children's comfort or compromise their safety when sleeping and resting. e.g. Clothes with hoods or cords are not suitable for sleeping in.
- Allow easy access for toileting i.e. elasticised trousers, track pants rather than buttons, zips, belts etc.
- Can get dirty when children play and engage in programmed activities. Children should not come dressed in their best clothes.
- Include appropriate footwear so children can play comfortably and safely. i.e. thongs, clogs or backless shoes have a trip factor and do not allow children to use equipment safely.
- Are clearly labelled with the child's name.

Educators, Staff and Volunteers will:

- Ensure children are protected from the sun during outdoor activities in accordance with the Sun Protection Policy.
- Monitor children to ensure they are appropriately dressed for all weather, play experiences, rest and sleep.
- Provide clean and appropriate spare clothing to children if needed.
- Encourage children to use paint shirts for messy play and art experiences to protect their clothing.

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TITLE:	INCLUSION		

POLICY STATEMENT

Five Dock OOSH aims to provide an environment that is free from bias and prejudice in which children learn the principles of fairness and respect for the uniqueness of each person. Children are encouraged to develop their own sense of identity and educators will facilitate this in a way that embraces the needs and abilities of each child (My Time, Our Place Outcome 1). Educators will ensure that children become aware of fairness and equity and have opportunities to practice challenging bias in their play (My Time, Our Place Outcome 2). The service involves the community to assist educators and children to understand and accept the range of cultures and abilities of members of the local community. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with educators and other families and cultural competence in children will be fostered. The service will ensure that appropriate inclusion support services are accessed, and families are referred to them in order to support children's well-being and full access to the program wherever possible.

CONSIDERATIONS

- NSW Anti-Discrimination Act 1977
- Disability Discrimination Act 1992
- UN Convention on the Rights of the Child
- My Time, Our Place: Framework for School Age Care in Australia
- Education and Care Service National Regulations (2011) 73, 74, 75, 76, 155, 156, 168.
- Children (Education and Care Services National Law Application) Act 2010

PROCEDURE

a) Inclusive Practices

- Educators will actively seek information from children, families and the community about their cultural traditions, customs and beliefs and use this information to provide children with a variety of experiences that will enrich the environment within the service.
- Educators will work in partnership with families to provide care that meets the child's needs and is consistent with the family's culture, beliefs and child rearing practices. Specific requests will be acknowledged where practical, to demonstrate respect and ensure continuity of care of the child.
- Educators will obtain and use resources that reflect the diversity of children, families and the community and increase awareness and appreciation of Australia's Aboriginal and Torres Strait Islander and multicultural heritage.
- Educators will be sensitive and attentive to all children and respect their backgrounds, gender, unique qualities and abilities. The service will ensure that the service environment reflects the lives of the children and families using the service and the cultural diversity of the broader community and ensure children's individual needs are accommodated at the service.
- OOSH will consider whether reasonable adjustments can be made to enable education and care to be provided to children and families with special/additional needs and the provision of such education and care will be reviewed at regular intervals corresponding with the Inclusion Support Funding Scheme. Each case must be *dealt with on its own merits and circumstances* to consider whether reasonable adjustments can be made to allow the child to fully participate in the service's existing program/environment and without compromising the care and supervision of other children attending OOSH.

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- Factors that are taken into consideration when determining accessibility can include insurance coverage, staff child ratio, funding requirements Inclusion Development Funding KU (does not provide one to one funding for individual children), medical documentation and assessments provided by expert inclusion support staff that have worked with the child. Ensure discussions are open and honest with all stakeholders to allow for transparency when an application for care has been requested, encourage families to submit relevant documentation to make an educated assessment of access that will benefit the child and their needs to be met whilst at the service.
- Access to care will focus on the needs of the child and the service ability to make reasonable adjustments to meet these needs. The service reserves the right to refuse or cancel any enrolment of any child if their needs cannot be appropriately met even after reasonable adjustments are considered, subject to requirements under the Anti-Discrimination Act 1977 and the Disability Discrimination Act 1992. Considerations may include (but are not limited to) cost to the service, safety of the enrolled/enrolling child, safety of other children and safety to staff. This clause applies to all children.
- Attendance during Vacation Care will be subject to assessment by Management. Each child's case will be assessed on its own circumstances for inclusion, based on safety of all parties, staff child ratio, funding requirements and medical documentation.
- Facilitate discussions with parents/carers, educators and other agencies around how the service will meet the child's best interests and individual needs, to coincide with the National Quality Framework (NQF) to ensure that all children attending receive educational and developmental benefits, including positive impacts to their health and wellbeing.
- Educators will treat all children equitably and encourage them to treat others with respect and fairness.
- Educators will act as positive role models by encouraging all children to be involved in a variety of activities, regardless of gender.
- Educators will role model appropriate ways to challenge discrimination and prejudice, and actively promote inclusive behaviours in children.
- Children will never be singled out or made to feel inferior to or better than others. Educators and children will discuss incidents of bias or prejudice in children's play or relationships with each other to help children understand and find strategies to counteract these behaviours.
- The program will include experiences for the children that are not based on sex role stereotypes.
- Resource materials and equipment used in the service will, as far as possible, be non-stereotyped.
- Families will be consulted in the development of holistic programs that are responsive to children's lives, interests, learning styles, genders and reflect children's family, culture and community.
- Educators will create opportunities for children to learn about, develop respect for, and celebrate the diversity that exists in the service and in the broader community by:
 - ✓ Encouraging all families, children and other educators to share their experiences, skills, cultures and beliefs;
 - ✓ Inviting community members to the service to share their stories, songs, experiences, skills, cultures and beliefs;
 - ✓ Accessing and using a range of resources (including multi-cultural and multi-lingual resources) that reflect the diversity of children and families in the service and in the broader community.

b) Educator recruitment and professional development

- Wherever possible, our service will aim to recruit educators from diverse cultural and linguistic backgrounds that reflect the cultural diversity of our community and to employ staff from both genders.
- The nominated supervisor and educators will attend professional development that builds awareness of their own cultural beliefs and values, increases their cultural competence, and helps them to challenge discrimination and prejudice.

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- All educators will be provided with a copy of the Outside School Hours Care Code of Conduct.

c) Inclusion Support Agencies

- The service will access bicultural support workers when necessary and/or telephone translation services and provide information on aspects of the service in languages that are spoken in the local community to assist in communicating with families from diverse cultural backgrounds.
- The service will, wherever possible, access additional support, assistance and resources for children with additional needs including children from diverse cultural backgrounds, children with high ongoing support needs and Aboriginal and Torres Strait Islander children.
- Educators will talk to children's families about any concerns they have and offer the family links to other support services within the community such as Inclusion Support Agencies; Community Health Services etc.
- Educators will work with families, inclusion support agencies and other specialists associated with an enrolled child to develop individual support plans for an enrolled child.

d) Assessment process for special/additional needs

- Five Dock Public School P&C Assoc. OOSH will provide families wishing to enrol their children into the Service with an enrolment form along with a Permission to collect Additional Assessment Information Form-Part A. Families must complete all relevant sections for the service to commence the assessment process.
- The service will issue all nominated professionals who engage with or is close to the child, with a Permission to collect Additional Assessment Information Form-Part B. This will enable the service to gain a deeper understanding of the needs/strategies/tools required for each child and whether reasonable adjustments can be made by the service.
- The assessment process can take between 6 to 8 weeks, and sometimes longer once all documents are received by the service.
- The service does not have access to one-to-one funding for individual care.

e) Trial process

- It is up to the discretion of the service if a child will proceed for a trial.

f) Outcome process

- All families will be notified in writing, after an extensive evaluation has been performed, on the outcome of the assessment process.
- All children are reviewed based on their own circumstances and whether reasonable adjustments can be made to allow the child to fully participate in the service's existing program/environment, without compromising the care and supervision of other children attending the service.

g) Reassessment process

- The service will only consider reassessing a child based on new medically documented evidence indicating significant improvement and/or change in identified condition/s.
- The reassessment process will be treated as a new enrolment application, and therefore the above procedures must then be carried out again.

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TITLE:	SECURITY		

POLICY STATEMENT

At Five Dock OOSH we maintain our staff's safety by ensuring procedures are in place to properly secure the building in regards to entry and access to the building.

CONSIDERATIONS

- My Time Our Place
- Work Health and Safety Act 2011
- Education and Care Service National Regulations (2011) 168

PROCEDURE

1. Only approved staff and management members will be given a key to access the building and equipment areas.
2. A key register will be maintained (held by Five Dock Public School) that indicates the person's receipt of the key, date received, and date returned on completion of employment.
3. Extra keys will only be cut after agreement by the Sub-Committee and a record made of where they are.
4. A secured cupboard will be provided to keep all monies and important documents. Access to the safe will only be permitted by approved staff and Sub-Committee members (Treasurer).
5. Staff will not open the secure cupboard in clear view of anyone.
6. Staff will ensure that the building is left in a secure manner before leaving.
7. Staff must ensure that all windows are locked; cupboards and other relevant areas are locked. All heating and lighting is off, and all doors properly secured.
8. Staff will inform the police and the Sub-Committee as soon as possible if there has been a break into the centre of any kind.
9. Staff will remain at the centre until the police arrive or inform them of what to do.

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TITLE:	BUILDING AND EQUIPMENT REPAIRS AND MAINTENANCE		

POLICY STATEMENT

At Five Dock OOSH we will provide a safe and secure environment through proper and immediate attention to all aspects of building and equipment repairs and maintenance.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 103 to 117
- Work Health and Safety Act 2011.
- Work cover checklists for small business.
- Australian Standards for playground equipment.

PROCEDURE

1. Equipment will be chosen to meet the children's developmental needs and interests.
2. Buildings and all equipment will be maintained in a safe, clean condition and in good repair at all times.
3. There must be no damaged plugs, sockets, power cords or extension cords.
4. All plug sockets shall be maintained as child safe.
5. Electrical appliances shall be in good working order.
6. Electrical circuit breakers will be installed and be maintained.
7. Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs.
8. Five Dock Public School are responsible when notified of WHS issues to organise contractors to complete work.
9. All contractors should have their own public liability insurance.
10. The centre and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft-fall surfacing maintained.
11. Equipment will be regularly washed and cleaned.
12. Recycled craft materials should be checked for potential hazards.
13. Staff should ensure safe handling of all tools, particularly sharp tools, if used as part of any activity.
14. Parents will be encouraged to notify the staff of any problems that they might observe.
15. Anything that requires maintenance is to be reported to the Director/WHS officer as soon as possible.
16. Faulty equipment should be removed, or protection placed around any dangerous building sites.
17. A WHS/maintenance book will be kept that records any maintenance that needs to be addressed. The maintenance/WHS book will record:
 - Type of problem.
 - Date that it was observed.
 - Who notified the Director and when?
 - What was done to rectify the problem?
 - Date repaired.
 - Notify school in order to organise contractors (Spotless) or external sub-contractor approved by DET asset management team to complete works.

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TITLE	BUILDING AND EQUIPMENT REPAIRS AND MAINTENANCE	ID #:	B-2:13/05/2020
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18. For urgent repairs, the Director/WHS Officer will speak with school Admin Staff so that the repair can be rectified as efficiently as possible.
19. Non-urgent repairs will be recorded in the WHS Folder. The Director will note this in her report and bring it to the attention of the committee at the next meeting. The Sub-Committee and Director will organise to rectify the problem.
20. For major repairs, a minimum of three quotes will be sought and reviewed by the Sub-Committee who will make a decision on further course of action. The Director or someone on the Sub-committee may obtain the quotes.
21. Maintenance reviews should be done as part of the Director's report at each meeting.
22. The Director will also give a review of works completed by any tradesman employed, for future reference.
23. It is the Sub-Committee's responsibility, once a problem has been raised to ensure that it is rectified in the most efficient manner and that the centre is safe for staff and clientele.
24. Should the centre be considered unsafe or as being a health risk, then the centre will be closed, after notice has been given to all relevant parties, until the problem has been rectified.
25. Day to day cleaning will be completed by educators. The school will be responsible to ensure the cleaning/maintenance of:
 - Fans and lights
 - Air conditioning units
 - Roof beams
 - Toilets/bathrooms
 - Guttering
 - Car park
 - Windows
 - Outdoor areas
 - Carpet steam cleaning
 - All additional allocated spaces
 - Electrical tagging
 - Fire safety equipment
26. The service is responsible for all furniture maintenance and repairs

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TITLE:	STORAGE		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 105,181,183,184 & 190

PROCEDURE

1. A storage system should be devised that ensures easy access and un-cluttered storage of all equipment.
2. Storage areas will be cleaned and tidied at least twice a year or when seen as necessary.
3. Play equipment and toys will be stored in a separate cupboard. This should be accessible to the children during the operating hours of the centre.
4. Children will show respect for the equipment and be expected to pack equipment away that they remove from the cupboard.
5. All equipment is to be neatly packed away at the end of each session.
6. Craft equipment will be stored in a separate area, children should ask permission before removing any craft equipment, such as paints and glues etc, not set up by the staff.
7. Drawing paper and other materials will be made available to the children at all times.
8. All craft equipment is to be properly washed and cleaned before storage.
9. Where room permits a separate storage, area will be available for large outdoor and sporting equipment. A clearly defined system of storage will be recorded in the storage shed.
10. All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications should be stored in the designated secured area which is inaccessible to the children.
11. Staff are responsible to ensure that these areas remain secure and do not inadvertently provide access to these items by the children.
12. Kitchen and other refuse areas will be provided; containers will be lidded, cleaned and emptied daily.
13. Staff and Sub-Committee will ensure that all family records are kept in the nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

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TITLE:	HEATING, VENTILATION AND LIGHTING		

POLICY STATEMENT

At Five Dock OOSH we will provide a quality environment by ensuring adequate provision and maintenance of heating, ventilation and lighting in the centre.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 77, 88 & 110

PROCEDURE

1. All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability. Any maintenance of the appliances will be conducted as required to maintain good working order.
2. All heating and cooling systems and power cords will be kept in a safe area and away from children.
3. The Director will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable.
4. Should staff, children or parents complain about heating in the centre not being at a comfortable level, this matter will be drawn to the attention of the Sub-Committee and steps made to address the problem.
5. Adequate ventilation will be provided at all times. Windows will be properly maintained.
6. Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking the activity.
7. Windows are to be closed due to Air conditioning and to protect from extreme weather conditions. (Unless Staff determine otherwise)
8. Natural light is considered to be most desirable. Provision of natural light areas will be enhanced as much as possible.
9. In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided.
10. Adequate light will be maintained both indoors and outdoors. A security light will be placed at the entrance to the centre that clearly provides unobstructed view of the door and surrounding areas.
11. Outdoor lighting will be suitable so that parents, staff and children can enter and exit the building without any unsafe dark areas.

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TITLE:	PEST CONTROL		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 77,168
- Five Dock Public School

PROCEDURE

1. Equipment and especially food items will be properly stored so as not to attract pests and vermin.
2. Rubbish bins and disposal areas will be emptied and cleaned daily.
3. Kitchen and food preparation areas and storage will be cleaned and maintained daily using diluted Dettol. (20ml Dettol: 400ml water)
4. All areas will be checked daily for any signs of pests or vermin.
5. Should any pests or vermin be identified then action should be taken to rid the centre of the problem by:
6. Initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products.
7. Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of the children.
8. Other methods such as the employment of a pest control company if deemed necessary by Sub-Committee where the above methods have failed.
9. School contractor will conduct annual pest control as per DET guidelines.
10. If non-urgent the Director will bring the problem to the attention of Sub-Committee and school for appropriate action to be taken.
11. All parents will be notified of any use of chemicals that may affect their child/ren.
12. Any use of chemical products should only be conducted outside the hours of the children's and staff presence in the building.
13. All action will be taken to remove the children, staff and parents from the environment for as long as is safe and viable.

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TITLE:	INDOOR ENVIRONMENT		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 107

PROCEDURE

1. The centres indoor environment will be smoke free.
2. No smoking notices will be prominently displayed.
3. The centre will only enrol the number of children which can comfortably fit into the building space and in accordance with the National Regulations (3.25 square meters of unencumbered play space).
4. When children are indoors for long periods together due to weather conditions, special activities will be planned, and other areas sought to disperse the group such as school halls and verandas.
5. Separate areas in the indoor environment will be provided for:
 - Parents to sign their children in/out of the centre.
 - Staff to collect fees, answer phones, and maintain daily records.
 - Staff and parents to talk in confidence.
 - Children to store their bags and belongings.
 - Storage of equipment, food, dangerous materials, and family records.
 - Preparation of food and drinks.
 - Kitchen and other refuse.
 - Cleaning of equipment.
 - Male and female toilet, hand basins and hand drying facilities.
 - Creative and other activities.
 - Large and small group activities.
 - Display of children's activities and work.
 - Quiet space for children to retreat to or do homework or lie down if unwell.
6. The indoor area is to be set up to allow children to participate in a variety of activities with easy access to equipment.
7. Easy access to areas should be maintained by making clear easily definable passageways and walkways though the building.
8. Staff will ensure that children properly store their bags and other items, so they are not placed in walkways or play areas.
9. All items obstructing areas are to be removed and placed in the correct storage areas.

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10. Access for families with disabilities will be maintained ensuring all necessary requirements are considered in the building environment.
11. Areas must be set up to ensure that proper supervision can be maintained at all times.
12. Access to the outdoor environment should be clear and easily accessible by the children and staff.

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TITLE:	OUTDOOR ENVIRONMENT		

POLICY STATEMENT

At Five Dock OOSH we will provide a safe and secure outdoor environment where children have access to a variety of activities, in which children are encouraged to participate.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 108

PROCEDURE

1. Each child will have at least 7 square meters of unencumbered outdoor space.
2. The outdoor environment will be smoke free.
3. No smoking notices will be prominently displayed.
4. The outdoor space will be inspected daily for any obstacles or dangerous items.
5. These items shall be disposed of in a safe and careful manner prior to the children playing in the area.
6. The outdoor space will be set up in a variety of ways to encourage participation.
7. Areas will be made available where children can play in large or small groups or by themselves.
8. Supervision should be properly maintained. Children are only to play in the areas that are clearly visible to the staff, and where proper child/staff ratios are maintained.
9. Clear boundaries shall be set and enforced.
10. When it is necessary to go outside the boundaries or line of supervision, a staff member must accompany children.
11. Adequate shade via trees and coverings will be maintained.
12. As far as possible activities will be set up in shaded areas.
13. Use of other outdoor venues will be considered where access to the area is safe, adequate supervision can be maintained, the area is considered of value to the children's physical development and personal comfort, and where adequate staff/child ratios can be maintained both indoors and outdoors.
14. Access for children and people with a disability will be maintained ensuring all necessary requirements are considered in the building environment.

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TITLE:	STAFF SELECTION		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and care Service National Regulations (2011) 83,118,120,121,122,123, 126,136,137,145, 146,147,148,149,150
- Equal Opportunities Act.
- Anti-Discrimination Laws.
- Prohibited Employment Legislation (Working with Children Check)

PROCEDURE

1. QUALIFICATIONS

- **Director**
 - As outlined in requirements of National Standards and Regulations, when Standards mandatory.
 - Desirable, minimum 2 years' experience in a relevant field and demonstrated ability to work with children and staff.
 - Holds a current first aid certificate or willing to undergo training to obtain this.
 - A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
 - Has an interest and desire to work with children.
 - Has an ability to communicate with adults, children and management.
 - An ability to supervise and support staff.
 - The Director will be a minimum of 21 years of age.
- **Assistants**
 - Relevant training as above and/or relevant experience to successfully fulfil the position.
 - Holds a current first aid certificate or is willing to undergo training to obtain this.
 - A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
 - Has an interest and desire to work with children.
 - Has an ability to communicate with adults and children.
 - The assistant shall be a minimum of 18 years.
 - Junior employees must be 16 years and over.

2. RECRUITMENT

- **Selection panel**
 - When a position becomes available the Sub-Committee will appoint a selection panel to conduct the selection process.
 - The panel will consist of three; two members of Sub-Committee and the Director for assistants. A convener of the panel will be nominated.
 - Where the position is for the outgoing Director a staff representative will be placed on the panel

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- **The panel will:**
 - Approve the job description and select criteria for the position.
 - Determine the method and placement of advertising and place the advertisement including notification of the Working with Children Check.
 - Ask applicants to consent to screening.
 - Short-list the applicants.
 - Arrange interview questions, date and time.
 - Contact the applicants for interview.
 - Conduct the interviews.
 - Arrange for the Working with Children Check on the preferred applicant.
 - Ensure that approval for selected staff person has been approved under WWCC.
 - Make a decision on a suitable applicant, which is put before the Sub-Committee for final approval.
 - Offer the position to the successful applicant and contact the unsuccessful applicants after the position has been accepted.
 - Set date for the commencement of employment and orientation of the new person.
 - Prepare letter of employment and contract.
- **Advertisements**
 - Advertisements shall be placed at least in the local and regional papers. The Sydney Morning Herald will also be considered.
 - **Advertisements are to include:**
 - Job title.
 - Specific employment information, including hours of work and Award rate.
 - Include that Working With Children Check required.
 - **Applications in writing should include:**
 - Contact telephone numbers
 - Resume
 - Minimum of (2) referees at least one a work reference, and full contact details.
 - A signed consent to screening.
 - Closing date and postal address for applications.
 - Contact name and number where the applicant can obtain more information.
- **Interview**
 - The selection panel will draw up suitable interview questions, which relate to all aspects of the position and ensure equal opportunity guidelines are followed. The panel will decide who will ask each question.
 - The panel shall draw up a list of essential requirements for each answer.
 - No longer than 5 days after the closing date the panel will meet to discuss the applications, develop a short list and decide on the interview date and times.
 - An appropriate time frame (approximately 30 minutes) will be allocated to each interview, with a short break between, for discussion.
 - A nominated person on the selection panel will contact the applicants to determine the time and date of interview.
 - Each applicant will be given a copy of the job description and relevant child protection forms before the interview.
 - Each applicant will be asked the same questions with their answers recorded.
 - The panel can use a rating scale to evaluate each applicant's answers.
 - The Sub-Committee are to discuss each applicant and their suitability for the position based on their answers, qualifications and experience, comments from referees, and the selection criteria drawn up by the panel.

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- Should the Sub-Committee have difficulty in deciding between two applicants, a second interview for these applicants will be conducted, with new questions.
- The Sub-Committee will then make a decision on the applicant for the job according to the selection criteria.
- The preferred applicant's referees will be contacted to confirm applicant's suitability and checked with the Approved Screening Agency before offering the applicant the position in a 'child related' field.
- Should the applicant decline the position the Sub-Committee will either make a second choice from the other applicants or if none are seen as suitable re-advertise the position.

- **Notification**

- Applicants will be given an approximate time that they will be contacted regarding their success for the position.
- A person on the selection panel will notify the successful applicant and negotiate a starting date. Preferably offers of employment will not be made until the screening check has been completed. If this is not reasonably practical, the employment is to be offered subject to the check being completed. Applicants are to be notified of this condition.
- A letter of confirmation will be sent to successful applicant requesting acceptance in writing.
- After the appointment has been made and accepted the other applicants will be notified that the position has been filled.

3. EQUAL EMPLOYMENT OPPORTUNITIES

- All staff positions will be advertised according to Equal Opportunity Legislation.
- No one will be discriminated against on the basis of his or her cultural background, religion, sex, disability, marital status or income.
- All applicants and referees will be asked the same questions.
- All applicants will be selected according to equal opportunity guidelines.
- Selection will be based only on suitability for the position based on the selection criteria, which have been drawn up by the panel. The criteria will cover issues such as qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, demonstration in being a fit and proper person for the job, including Working with Children Check and appropriate answers to the interview questions.

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TITLE:	CONDITIONS OF EMPLOYMENT		

POLICY STATEMENT

At Five Dock OOSH we will provide a flexible, harmonious working environment that ensures the rights of employees are met at all times. All staff will be employed under the appropriate awards and conditions, taking into consideration Equal Employment Act, Income Tax Assessment Act, Superannuation Act, Industrial Dismissal Act, and Health, Safety and Welfare Act.

CONSIDERATIONS

- Education and care Service National Regulations (2011) 83,118,120,121,122,123, 126,136,137,145, 146,147,148,149,150
- Children (Education and Care Services National Law Application) Act 2010
- Appropriate Awards and Conditions
- Income Tax Assessment Act
- Superannuation Act
- Industrial Dismissal Act
- Health and Safety Act

PROCEDURE

1. All relevant conditions set down by the award will apply to all employees as specified in their job contract.
2. This includes sick leave, annual leave (17.5%) loading if relevant), rostered days off, overtime, jury duty, study leave, carers leave, relevant children services allowances, e.g split shift allowance, educational leader allowance, etc.
3. Family and Domestic Violence leave (10 days paid leave from 1st of February 2023).

- What is family and domestic violence?

Family and domestic violence is violent, threatening, or other abusive behaviour by a close relative of the employee, a member of the employee's household, or a current or former intimate partner, that:

- Seeks to coerce or control the employee, and
- Causes the employee harm or to be fearful.

Who is a close relative?

- A member of the employee's immediate family, including:
 - o A spouse or former spouse
 - o De facto partner or former de facto partner
 - o Child
 - o Parent
 - o Grandparent
 - o Grandchild
 - o Sibling, or
 - o Child, parent grandparent, sibling of the employee's spouse or de facto partner (or former spouse or de facto partner)
- Is related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

How does the entitlement work?

Full-time, part-time, and casual employees will have access to 10 days of paid family and domestic violence leave from the effective date of the entitlement and it will reset on every 12-month anniversary of the

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employee's employment. Part-time and casual employees receive the full entitlement as it is not on a pro rata basis. The entitlement does not accrue and will not accumulate from year to year if it's not used.

Payment of paid family and domestic violence leave

Full time and part-time employees must be paid at their **full rate of pay** for family and domestic violence leave, as though the employee had not taken a period of leave.

Casual employees are also entitled to be paid at their **full rate of pay** for family and domestic violence leave, only for the hours they have been rostered on to work or where they have accepted the offer to work.

The **full rate of pay** includes any incentive-based payments and bonuses, loadings, monetary allowances, overtime or penalty rates and any other separately identifiable amounts applicable.

Interaction with other leave entitlements.

An employee may take paid family and domestic violence leave while on a period of paid annual leave or paid personal/carer's leave. When the employee takes paid family and domestic violence leave, they are not taken to be on paid annual leave or paid personal/carer's leave.

Notice and evidence requirements.

An employee must provide their employer with notice of the leave as soon as practicable (which can include a time after the leave has started) and must advise the period or expected period of leave.

The employer may request evidence of the family and domestic violence leave that would satisfy a reasonable person that the employee was genuinely entitled to the family and domestic violence leave.

4. During the Christmas vacation only, an employee may be directed to take annual leave. An employee without sufficient accrued leave to maintain their ordinary rate of pay during the vacation period may be required to take leave without pay for a maximum of four weeks.
5. Staff are expected to arrive prior to their shift to accommodate use of restroom, meal intake and or tea/coffee.
6. Any staff member that arrives after the commencement of their shift will be docked and or asked to go home without pay if 30 minutes has exceeded.
7. Dress Code a uniform will be provide for each staff member, upon conclusion of employment the uniform must be returned to management.
8. Staff uniforms should only be worn at work and whilst travelling to and from work.
9. Staff are to wear plan black or denim shorts, tights (opaque) or pants. Staff must also wear the provided OOSH hat. Staff will be sent home if your uniform is deemed non-compliant.
10. Staff appraisals will take place after a period of one month in the position.
11. Appraisals will then be conducted on an annual basis.
12. All staff will maintain professional behaviour at all times.
13. All grievance issues are to follow the appropriate procedures as outlined in the grievance and discipline and dismissal policies.
14. Staff will be paid fortnightly by EFT.
15. Annual leave will be taken as negotiated with Sub-Committee as relevant.
16. Annual Leave when necessary, will be rostered to ensure the required staffing levels are maintained at all times.
17. Applications for leave must have 4 weeks prior notice and be approved by the Director and the Directors leave is to be approved by the management committee.
18. The management committee, based on each individual's request will determine applications for leave without pay, all accrued leave entitlements will need to be used prior to leave without pay being approved.

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19. Employees are eligible for 25% off regular fees (Vacation care only). The child/children must be of natural/adopted or must have legal guardianship to qualify. Placement is based on the priority of access policy.
20. Above award pay rate for both casual and permanent staff is offered [note the OOSH sub-committee will undertake an annual independent benchmarking review]
21. Access to Employee Assisted Program (EAP) contact number: 0407 086 000.
22. Professional development - aligned to individual needs - and within budget constraints.
23. Flexibility - if you have been with the service for 2 consecutive years and meet KPI's / requirements of your job description we will look to offer some flexibility, so the individual does not need to open and close every day. One block shift per week so one morning and or afternoon are 'off' each week (outside of Vacation Care). Note, this will need to be negotiated and can only be offered if appropriate staffing levels can be met through other permanent employees and or casuals.
24. Permanent and permanent part-time staff only: Birthday Day off - to be taken on the day. If your birthday falls on a weekend / during annual leave/ excursion day/ Christmas closure period/ public holiday, then the birthday day off will need to be taken on the following applicable day mutually agreed upon with the Director. Birthday leave cannot accrue.
25. Mid-year thank you dinner for permanent staff.
26. Annual Christmas celebration for all staff.
27. Casual staff upon commencement - level 1.1 award rate (Note we pay above award)
28. Casual staff 12 months at FDPS P&C Association OOSH - level 2.2 award rate (Note we pay above award) (*This level may be offered upon commencement based on experience within a different OOSH)
29. Permanents and Casuals will receive a Christmas gift card.

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TITLE:	STAFF ORIENTATION		

POLICY STATEMENT

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

CONSIDERATIONS

- Education and Care Service National Regulations (2011) 83,118,120,121,122,123, 126,136,137,145, 146,147,148,149,150
- Staff Awards and Conditions.

PROCEDURE

A member of the Sub-Committee and or the Director will conduct the orientation process as soon as possible, after the applicant has accepted the position.

The orientation process will include:

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

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

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

After a period of one week the staff will sit down with the Director and or Sub-Committee members to address any further issues they may have had since they have been in the centre

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TITLE:	STAFF PROFESSIONALISM		

POLICY STATEMENT

The professional attitude and behaviour of the staff is of utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and families in the centre. We will provide clear guidelines to the staff regarding the expectations for their professional behaviour in the centre.

CONSIDERATIONS

- Education and Care Service National Regulations (2011) 83,118,120,121,122,123, 126,136,137,145, 146,147,148,149,150
- Network's Code of Professional Practice.
- Duty of Care.

PROCEDURE

1. Staff professional code of conduct, duty of care and expectations will be discussed in the initial orientation process of all new staff.
2. Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
3. Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.
4. The Sub-Committee in conjunction with the Director will immediately address any breach in the professional expectations outlined. If the concern involves the Director, two representatives from the Management, will conduct the discussion.
5. All discussions will be recorded, and standard of behaviour and expectations clearly explained.
6. Any further problems will be addressed as per the discipline action procedure.
7. Staff will be made aware of the centres philosophy and policies and will be expected to follow these. Should staff have any concerns with the policies they are to raise this with the Director or Sub-Committee liaison officer.
8. Staff will be expected to know, understand and perform their duties as per their job description.
9. Staff will be expected to maintain and improve their skills through participation in staff training and development opportunities. The Sub-Committee will ensure that monies are made available in the budget for staff training.
10. Staff will be expected to start duties on time.
11. Staff will be expected to dress appropriately for their duties.
12. Staff will be expected to wear appropriate Earrings being small hoops or studs. Additional piercings which management deems as inappropriate will be requested to be removed.
13. Staff must not attend work under the influence of drugs or alcohol.
14. Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible by phone 97123260 or text.
15. A Medical Certificate is required for injury or sickness that results in one or more days of leave requested.
16. Staff will use only suitable language that is not offensive to other staff, parents and children.

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17. Staff will be expected to follow all confidentiality issues.
18. The centre is a smoke free zone. Staff may not smoke in or around the building, or in the sight of the children.
19. Staff will be expected to know and follow the child protection/child safe policies.
20. The quality of the centre and positive working environment is dependent on good staff and parent relationships. Staff will follow proper communication procedures as outlined in the policy booklet.
21. Staff are expected to communicate in a professional manner in person, via email, telephone, OOSH Staff Facebook page (Closed Group), Admin on OOSH Facebook page, during meetings and when reasonable requests by Director or Sub-committee to engage in work related discussions and information sharing.
22. The maintenance of good teamwork will be an expectation outlined in all job descriptions.
23. Staff will be shown Network's 'Code of Professional Practice for OOSH Services'.
24. Any conflicts that arise must be addressed as outlined in the grievance procedure.
25. Staff uniforms should only be worn at work and whilst travelling to and from work.

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TITLE:	IN SERVICE TRAINING AND DEVELOPMENT		

POLICY STATEMENT

At Five Dock OOSH we believe that the quality of the service is developed through continual training and professional development of the staff. We will provide staff with encouragement and support to further their skills in the out of school hours care field.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 168

PROCEDURE

1. The Sub-Committee will ensure that sufficient funds are made available in the budget for all in-service training and development.
2. The Director will inform the Sub-Committee of any specific training and development needs of the staff.
3. Staff appraisals and the centre requirements will be used to ascertain further training needs.
4. The Director in conjunction with the Sub-Committee will access all training available and determine what will be attended and by whom.
5. Where possible a yearly plan of training will be made, including dates, staff attending, and costs.
6. All staff will be given the opportunity to be involved in some form of training throughout the year.
7. All staff will be given opportunities to upgrade their qualifications in line with the National Standards and Regulations and opportunities to improve their skills to implement the National Framework My Time our Place.

A variety of training methods will be used including:

- Internal workshops, which can be conducted by staff or outside presenters.
- External meetings with other centres, with exchange of ideas.
- Time allocation made to staff to review any new resources that may be of value.
- External workshops, conferences and seminars.
- Accredited short courses provided by registered training organizations.
- Staff are encouraged to share relevant skills and knowledge they obtained from any training with the other staff in staff meetings or where more time is required in an internal workshop.
- All staff will be considered to be at work for the duration of any training activity they attend for the centre.
- The centre will cover the costs of all authorised training.
- The individual however will cover tertiary study costs.

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TITLE:	STAFF REVIEW AND APPRAISAL		

POLICY STATEMENT

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

CONSIDERATIONS

- Education and care Service National Regulations (2011) 168

PROCEDURE

1. All staff will be informed of the appraisal system on acceptance of the position, and given details in the orientation process.
2. An initial review will be undertaken after a period of one month in the position.
3. Appraisals will then be conducted on an annual basis.
4. Staff and Sub-Committee will agree on the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the Sub-Committee and staff.
5. All staff will be given at least two weeks notification of an upcoming appraisal and a convenient time arranged for both parties.
6. The appraisal system shall clearly state the expectations for each position and identify clear performance measures.
7. The appraisal system shall ensure two-way communication is maintained and is used as a positive avenue for improving staff performance.
8. The appraisal system can be used, as a tool to identify future training needs of the staff.
9. At the completion of the appraisal an action plan will be developed identifying areas of training, and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties.
10. Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:
 - Action plan developed to identify areas for improvement. This will include a time frame for further review.
 - Training areas identified and put into place as soon as possible.
 - Support and guidance given to the staff to help them through the process and assist them in achieving the required standards.
 - The support can be given through the Director or the Sub-Committee liaison officer.
 - A record made of the above, dated and signed by both parties.
 - Should no improvement be made by the next review then further action will be taken.
11. If the staff member is still dissatisfied, then they should put their concern in writing asking for the decision to be reviewed or that they wish to pursue the issue further through other avenues. These could include the union or mediation.

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TITLE:	GRIEVANCES		

POLICY STATEMENT

Five Dock OOSH is committed to promoting a healthy and productive work environment. We recognise that disputes and grievances may arise in the workplace and acknowledges the rights of staff members to raise these concerns. Our grievance procedure is an important tool to help achieve this goal.

Staff members are encouraged to proactively manage legitimate concerns, issues or complaints, regardless of their nature or severity, in accordance with the grievance procedure.

CONSIDERATIONS

- Education and Care Service National Regulation (2011) 168 (2) (o), 173, 176
- Community Services Complaints Appeals and Monitoring Act, 1994.
- Relevant industrial agreements
- Privacy conventions.

SCOPE AND PURPOSE

This policy is applicable to all staff members at Five Dock OOSH.

The purpose of this policy is to create and maintain a productive workplace and an effective means for encouraging team members to promptly communicate their concerns and deal with grievances.

DEFINITIONS

The following definitions apply for the purposes of this policy:

A Grievance is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance may be about any act, behaviour, omission, situation or decision impacting on an employee that the employee thinks is unfair or unjustified. A grievance can relate to almost any aspect of employment, for example:

- A workplace communication or interpersonal conflict;
- A workplace health and safety issue;
- An allegation of discrimination or harassment;
- Concerns regarding allocation of work, job design, or performance management; and
- Concerns regarding the interpretation and application of conditions of employment.

Manager is any person occupying a supervisory role or a position, which is directly or indirectly responsible for supervision and management of staff.

Respondent is the person/s against whom a concern, complaint or dispute is raised.

Staff Member is any person employed, contracted or volunteering at Five Dock OOSH.

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PROCEDURE

If an employee has a workplace complaint or grievance, the employee should apply the following procedure:

- Step 1:** The staff member should attempt to resolve the matter directly with the parties involved.
- Step 2:** If the staff member is unable to resolve the grievance directly with the parties involved, or it is inappropriate to do so, the staff member should refer the grievance to his or her Manager. To do this the staff member must advise his or her Manager of the nature and details of the grievance and the preferred outcome.
- Step 3:** If the staff member is unable to resolve the grievance with his or her Manager, or it is inappropriate to do so, the staff member should refer the grievance to a member of the Five Dock OOSH Sub Committee. To do this the staff member must advise the member of the Five Dock OOSH Sub Committee of the nature and details of the grievance and the preferred outcome (in writing, if requested). The Five Dock OOSH Sub Committee will decide what action (if any) is appropriate and whether further investigation is warranted.

Reasonable time limits must be allowed for the completion of the various stages of the procedure.

BREACH OF POLICY

Any staff member who is found to have breached this policy may be subject to disciplinary action, up to and including termination of employment.

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TITLE:	DISCIPLINARY ACTION		

POLICY STATEMENT

At Five Dock OOSH we will provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work.

Should staff fall below clearly identified standards then we will address this in a swift and considerate manner.

CONSIDERATIONS

- Education and Care Service National Regulation (2011) 168
- Community Services Complaints Appeals and Monitoring Act, 1994.
- National Standards and Regulations
- Relevant industrial agreements.

PROCEDURE

1. It is important that the staff are fully aware of their expectations as an employee in the centre and that clear guidelines are given regarding staff duties, code of conduct and professionalism.
2. The OOSH Sub-Committee will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
3. Staff are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.
4. Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
5. Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
6. Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.
7. The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however staff should be aware of the whole process.

Should staff fall below clearly identified standards then the Director or Sub-Committee will:

STEP 1: VERBAL WARNING

1. Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description.
2. Indicate what should happen to improve the situation and how the staff member can improve their performance.
3. Identify any support needed to assist the staff member to make the changes and take steps to implement these.
4. Indicate how the improvements will be measured, and when a review will take place. (1-4 weeks depending on the circumstances)
5. Give an opportunity for the staff member to respond to the concerns and seek union representation if required.

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

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STEP 2: WRITTEN NOTICE

1. Where the problem continues to occur the staff, member will be given written notice of the complaints against them.
2. A formal documented interview with the Director/Sub-Committee/P&C Executives will take place. The worker should attend and has the right to reply and discuss any complaints against them, or to be represented by a union member or other representative of their choice.
3. The staff member will be given at least 48 hours' notice of the meeting.
4. Minutes will be taken of the meeting and copy put on the staff members file and given to the staff member. The staff member may attach a written reply to the minutes.
5. The aim of the meeting is to negotiate how the situation may be improved.
6. The staff member will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these, and told the method and date of review of their performance.
7. The staff member will be granted another probationary period.
8. The staff member will be informed at this stage that termination will be considered if no changes occur.

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

STEP 3: FINAL WRITTEN WARNING

1. If the problem still persists another meeting of the Director/Sub-Committee/ P&C Executives should be called, and the staff member given notice to attend.
2. The matter should be discussed as per the first meeting and further action considered.
3. At this stage, the staff member will be given a "final written warning".
4. Again, the staff member has the right of reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting.

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

STEP 4: TERMINATION OF EMPLOYMENT

1. If the problem still continues after the 3 warnings, another special meeting of the Sub-Committee/P&C Executives will be called, and a decision made as to the employment of the staff member.
2. If the Director/Sub-Committee/P&C Executives believe that the staff member's performance is unlikely to improve then the staff member will be dismissed.
3. A written notice will be given indicating date of dismissal (1 week from notice) and reasons for dismissal.
4. The staff member may be paid out in lieu of such notice.

PROCEDURE FOR DEALING WITH SERIOUS UNACCEPTABLE BEHAVIOUR

1. Where a staff member in the workplace:
 - Intentionally endangers life.
 - Is found stealing.
 - Reports to work under the influence of drugs or alcohol.
 - Inflicts or threatens physical or sexual abuse or harassment.
2. The Director or Sub-Committee will suspend the employee without loss of pay (if permanent) pending an investigation.
3. The investigation is to be completed within 72 hours and an interview date determined.

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4. If the employee is a union member the union representative will be informed.
5. The interview is to be attended by the Director, a nominated representative of Sub-Committee, the person reporting the unacceptable behaviour and the union representative if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.
6. When immediate termination is required, a dismissal notice is prepared at the interview. When continued employment is recommended a warning letter will be issued.
7. All the relevant records will be recorded on the employees file.
8. If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.

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TITLE:	RELIEF STAFF		

POLICY STATEMENT

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

CONSIDERATIONS

- Relevant industrial agreements.
- Prohibited Employment Legislation
- Education and Care Service National Regulation (2011) 168
- Community Services Complaints Appeals and Monitoring Act, 1994.

PROCEDURE

1. The centre will employ relief staff on a casual basis to fill short-term vacancies or staff absences.
2. The Director will keep a register of relief staff, which will be maintained and updated regularly.
3. A file recording experience, qualifications, Prohibited Employment Declaration and completed Working with Children Check will be kept with the register.
4. Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief staff list.
5. Unless in an emergency, all relief staff will need to have been through an interview with the Director / Sub-Committee, have referees and references checked, and are deemed a fit and proper person to care for the children.
6. When no one from the centres list is available to fill the position, the Director may contact another Out of School Hours centre to employ someone they recommend from their relief list.
7. When necessary to employ relief staff prior to the checking process being completed, work requirements will be modified to include additional supervision of relief staff or limiting their direct access to children.
8. Job descriptions will be drawn up for all relief staff.
9. Relief staff will be asked to fill out a casual work agreement before commencement of duties.
10. The Director will, where possible, provide a modified induction to the centre which will include a tour of the centre, introductions to staff, a copy of the staff handbook, job description for relief staff, code of conduct and copies of relevant policies. The Director will ensure that they are fully aware of their duties and the centres expectations prior to commencement.
11. Relief staff must adhere to all areas of confidentiality.
12. Anyone who will be collecting children from school will be given clear instructions as to the meeting place, list of children to be collected, special centre identification badge (so the children know they may go with that person) and a copy of the procedure for missing or absent children.
13. All relief staff will be paid the appropriate wage and minimum hours as outlined for casual staff under the relevant award.

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TITLE:	PARTICIPATION OF VOLUNTEERS, STUDENTS AND VISITORS		

POLICY STATEMENT

Visitors to our care environment are a regular occurrence. Family members or potential families want to visit a service when deciding on care for their children. Students attend practicum periods; volunteers may choose to spend time in the service along with maintenance personnel, educators and staff from other services and other authorised volunteers.

The presence of visitors at the service must be monitored and documented.

The service encourages student and volunteer participations as we are committed to assisting students gain valuable experience in early childhood settings.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 149, 168 & 177

PROCEDURE

1. Records relating to visitors and students to our service will be maintained.
2. Educators and staff will abide by regulatory protocol when visitors are in the service.
3. The Approved Provider, Nominated Supervisor, Responsible Person or Certified Supervisor will:
4. Maintain a visitor's book and request sign in of all visitors to the service;
5. Ensure educators and staff understand the regulatory and ethical guidelines relating to visitors at the centre and will provide an induction protocol for all staff to use with visitors;
6. Keep a record of all volunteers and students who spend time in the service. The record will include: *full name; address; date of birth; date and hours of each volunteer or student who participates in the program;*
7. Be aware of protocols and guidance supplied by universities, TAFEs or RTOs in relation to participating students.
8. Educators and staff will:
 - Welcome visitors to the service and seek information on their reason for visiting;
 - Direct visitors appropriately and make the Nominated Supervisor, Responsible Person or Certified Supervisor aware of a visitor's presence in the service;
 - Welcome family and friends to visit and participate at any time.
9. Families need to be aware of who they are providing access to the service for when they enter themselves and are requested to be aware of unknown visitors and to direct them accordingly.

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TITLE:	STAFF: CHILD RATIOS		

POLICY STATEMENT

At Five Dock OOSH we believe that the child: staff ratio is an important factor in determining the quality of care that we provide. We will ensure positive staff, child and parent interactions and safe care by maintenance of the minimum standards outlined in the National Standards and Regulations.

CONSIDERATIONS

- Education and Care Service National Regulation (2011) 122,123, 299 (c) (f) (h), 301,369,388
- National Quality Framework
- Community Services Complaints Appeals and Monitoring Act, 1994.
- Voluntary Code of Practice Section 3, Staff: child ratios.

PROCEDURE

STAFF: CHILD RATIOS

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

- 1.1.1** There will be a maximum of 15 children to 1 staff member.
- 1.1.2** There will be a maximum of 8 children to 1 carer for excursions.
- 1.1.3** There will be a maximum of 5 children to 1 carer for swimming/high risk water activities. This is determined by environmental conditions.

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

- A staff child ratio of 1 to 10 for programmes which integrate children with disabilities.
- A staff child ratio of 1 to 5 for programmes which are specifically for children with disabilities.

MINIMUM STAFF NUMBERS

- There will be a minimum of 2 staff members present at all times.
- When staff are sick or unable to attend work, appropriate relief staff will be employed to meet the standards.
- For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre.
- If a relief staff member is unable to be obtained, suitable volunteers may be employed on a casual basis to cover the numbers.
- Volunteers will only be counted on excursions to make up the higher number of carers required, or when temporarily employed.
- Students will not be counted as part of the staff: child ratio, at any time.
- Where possible extra carers will be encouraged to participate to assist in providing a higher standard of care.

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TITLE:	COMMUNICATION		

POLICY STATEMENT

At Five Dock we will encourage positive and open communication between all parties involved in the centre. Staff, parents and Sub-Committee members will be made aware of appropriate communication avenues and procedures.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 98, 168

PROCEDURE

1. STAFF / SUB-COMMITTEE/P&C EXECUTIVES

- Staff and members of Sub-Committee are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Director is the main line of communication between the staff and the Sub-Committee.
- Staff can raise any issues with the Sub-Committee through the Director. The Director will ensure that this is drawn to the Sub-Committee's attention through the monthly report.
- Where necessary staff will be invited to Sub-Committee meetings to discuss their concerns.
- Where the matter is seen as urgent, the Director may raise the issue with the Sub-Committee/ P&C Executive prior to the meeting and discuss if there is a need for immediate action to be taken at that time.
- If staff have an issue they do not wish to address with the Director, they may personally write to the Sub-Committee identifying the problem and asking for the help of the Sub-Committee/ P&C Executives.
- A copy of this letter must be given to the Director.
- The issue should be raised at the next Sub-Committee meeting. The staff member involved will be asked to attend the meeting to personally discuss the issue.
- Where there is a distinct conflict between a staff member and the Sub-Committee, the staff member or Sub-Committee can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

2. STAFF/PARENT

- Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.
 - Staff and parents will treat each other with respect, courtesy and understanding.
 - Appropriate language is to be maintained at all times.
 - Staff will not be judgemental towards the parents and respect their need to use childcare.
 - Staff will accept parent's individual differences in raising their children and in all cultural issues.
 - Staff will ensure parents are greeted and fare welled in all sessions.
- Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.

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- Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.
- Staff will regularly talk to parents about the child's cultural needs and celebrations and respond to these.
- When parents contact the centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and well-being.
- Conversations will be maintained at a positive level.
- Communication with parents will be maintained in a variety of ways such as:
 - Greeting and farewelling.
 - Personal conversations.
 - Notice boards.
 - Parent handbooks.
 - Newsletters.
 - Information from the Sub-Committee.
- Staff will ensure that parents are fully aware of all lines of communication and ensure these are followed.
- Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.
- Parents and staff are requested to maintain confidentiality at all times.

3. STAFF / CHILD

- Staff and children are to treat each other with respect, courtesy and understanding.
- Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the centre.
- Appropriate language is to be maintained at all times.
- Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Staff will greet and farewell children each session.
- Staff will initiate conversations with all children and develop an understanding of the child and their interests.
- Staff will give praise and positive feedback to the children as often as possible.
- Staff will form friendly and warm relationships with the children in their care.
- When communicating with children staff will ensure that they are understood and to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Staff will not threaten or verbally abuse the children in any way.

4. STAFF / STAFF

- Staff members are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between staff at all times.
- Staff are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Director will arrange for staff contributions to be placed on the meeting Agenda.
- Staff are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.
- Staff are to read the daily communication book prior to the commencement of each roster.

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- Staff will familiarise themselves with the content of all notices displayed around the centre.
- A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

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TITLE:	WORKING FROM HOME POLICY AND PROCEDURE		

Contents

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2. Suitability
3. Requirements for home-based worksite
 - 3.1 Staff responsibilities
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4. Workplace Health and Safety (WHS) considerations
 - 4.1 Staff responsibilities
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5. Communication
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7. Equipment
8. Services
9. Training
10. Risk assessment
11. Costs
12. Termination of agreement
13. Definitions

Work from home agreement

Working from home arrangements self-assessment checklist

CONSIDERATIONS

- Education and Care National Regulations (2011) QA: 4 Staffing Arrangements
- Work Health and Safety Act 2011.

1. Overview

The opportunity to work from home is not an entitlement and can only occur by formal agreement between Five Dock P&C Association OOSH and an employee. A WFH arrangement is a formal arrangement with the working arrangements clearly documented. The Sub-committee is responsible for ensuring that the requirements under these guidelines have been satisfied prior to approving an application for a WFH arrangement. All of the working conditions at the home-based worksite need to be negotiated and thoroughly documented. Careful planning and consultation are needed to maximise the benefits to FDPS P&C OOSH and the employee.

Depending upon face to face commitments, permanent employees may at times work from home or alternative work locations. Employees need to be aware that their absence from OOSH may have an impact on their colleagues, children, parents, and initiatives and responsibilities. For ad hoc working from home needs the WHS Self-Assessment Checklist must have been completed and at least verbal approval obtained.

Administration – working from home arrangements for admin may be appropriate for defined/regular periods of time or on an ad hoc or one-off basis. The WFH agreement will outline the duties to be performed whilst undertaking home based work.

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2. Suitability

The Manager should consider the general nature and requirements of the employees work duties and the employee's ability to work autonomously. An employee who requires close supervision or close interaction with other employees may not be suitable for the independent nature of a working from home arrangement.

3. Requirements for home-based worksite

In accordance with the WHS policy and procedures and current legislation it is important that:

- the home-based work site is a safe area to work;
- systems of work undertaken in the home-based work site are safe;
- employees working from home are provided with appropriate training to enable them to perform their work safely; and,
- all incidents are investigated, and hazards are adequately controlled

3.1. Employees responsibilities

Employees approved to work from home must:

- adhere to all policies and procedures including Confidentiality/Privacy Policy;
- by agreement, provide authorised sub-committee members or other approved parties with access to the home-based worksite where necessary for matters such as WHS inspections, and retrieval of any FDPS P&C OOSH-supplied equipment; and,
- take reasonable precautions necessary to secure FDPS P&C OOSH 's equipment;
- Keep Roster up to date of whereabouts.

3.2 Sub-committee's responsibilities

The Sub-committee must:

- monitor the WFH arrangements to ensure that agreed work outcomes are consistently being delivered;
- review and sign off on records of hours worked (timesheets) as required;
- monitor and review the WFH arrangements on a regular basis as recorded in the WFH agreement;
- schedule communication meetings including methods of distributing information to employees who are working from home;
- provide stationery and tools required to perform the tasks required (does not include work station furniture and computers, additional services or costs – unless negotiated.); and,
- accurately document the ownership and usage arrangements of the equipment and assets at the home-based site in the WFH agreement.

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4. Workplace Health and Safety (WHS)

4.1 Employees responsibilities

- ensure the home-based worksite complies with WHS requirements at all times. The employee is responsible for all costs associated with compliance;
- report any health and safety risks in the home-based worksite, and notify immediate supervisor of any work-related accident, injury, illness or disease arising from home-based work; and,
- maintain a clear description of when they are working and when they are not working and maintain accurate records (timesheets)

4.2 Sub-committee's responsibilities

- ensure staff are properly aware of the relevant FDPS P&C OOSH policies and procedures in particular;
- prior to approving a WFH arrangement, the manager must ensure the employee adheres to the WHS policy, and;
- investigate any incidents in accordance with FDPS P&C OOSH WHS policy

5. Communication

The employee agrees to be contactable and available for communication with FDPS P&C OOSH during the periods in which work is carried out. The methods of communication should be detailed in the WFH agreement.

6. Insurance

The employee agrees to notify his/her household insurer (if required) of WFH arrangements and provide the name of the insurer to FDPS P&C OOSH.

The employee covers FDPS P&C OOSH against all loss or damage to the employee's property and all claims by third parties in respect of personal injury and property damage except to the extent caused by the negligent act, error or omission of FDPS P&C OOSH.

7. Equipment

FDPS P&C OOSH and the employee will compile a list of equipment used by the staff member in the course of carrying out work at the home-based work site. This list will specify who owns the equipment.

8. Services

Not all services are available or supportable when used from the employees Home Based Worksite. The employee accepts this situation and agrees not to impose any overheads on FDPS P&C OOSH for additional services.

9. Risk assessment

Prior to the commencement of any working from home arrangement a risk assessment via the Self-Assessment Checklist must be completed (See Appendix 1).

10. Costs

A working from home arrangement must be cost neutral to FDPS P&C OOSH.

11. Termination of agreement

Either party may terminate the agreement for an employee to WFH, provided that the party wishing to terminate gives reasonable notice. It is agreed that reasonable notice will be four weeks if the previously

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agreed period for working from home was for six months; or two weeks if the previously agreed period for home-based work was less than six months.

12. Definitions

‘Home Based Work’ means performance of FDPS P&C OOSH work for agreed hours from the home-based site.

‘Home Based Worksite’ means an agreed area in the employee’s private dwelling.

‘Hours of Work’ means ordinary hours to be worked by an employee, as detailed in their contract of appointment.

‘Workplace’ means the location where the employee would ordinarily work at FDPS P&C OOSH if there were no home-based work arrangements.

‘Mobility’ means the ability of employees to access a selected range of online services from a variety of supported platforms and devices which are generally accessible from many locations using standard network technologies.

‘Employee’ means a person employed by FDPS P&C OOSH who has ongoing or fixed term or casual contract.

‘Sub-committee’ means the persons who are responsible for the day to day supervision of the employee.

‘Working from Home (WFH) Arrangement’ means an approved arrangement for an employee to carry out defined duties from his/her home-based worksite during the agreed working from home hours on an ongoing basis or for a specified period of time, the terms of which are set out in a ‘working from home agreement’ entered into between the employee and FDPS P&C OOSH .

Working from Home Arrangements Self-Assessment Checklist

Prior to approval of any Working from Home (WFH) arrangement, an employee must complete and sign the Self-Assessment Checklist see Appendix 1 in relation to his/her proposed home-based work site and submit the WFH application for approval. See Appendix 2.

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WFH Self-Assessment Checklist – Appendix 1

Prior to approval of any Working from Home (WFH) arrangement, an employee must complete and sign the following Self-Assessment Checklist in relation to his/her proposed home-based work site and submit with WFH application for approval.

Further assistance and guidance can be obtained from your Manager.

Job Title _____

Work days/hours _____

Equipment in place	OOSH owned	Employee owned	Comments
Mobile			
Computer/Laptop (please circle)			
Wireless Internet Access/Modem (please circle)			
Shredder/Printer			
Landline			
Training addressed	X	X	
Has your supervisor instructed you in WH&S requirements for working from home?	X	X	
Workstation environment	X	X	
Is the floor space free of tripping hazards (cables etc)?	X	X	
Is the lighting adequate for the tasks being performed?	X	X	
Are noise levels acceptable?	X	X	
Is the room temperature comfortable – heating and cooling as required?	X	X	
Is the ergonomic chair used fully adjustable?			
Does the chair have a 5-star stability base and lumbar support?	X	X	
First Aid supplies?			
Are there adequate power outlets to run the computer and other equipment?			
Is your house protected by a circuit breaker and the computer by a surge protector?			
IT equipment, software and service requirements have been confirmed with IT Services and can be supported.	X	X	
Fire safety equipment and procedures in place			
Is the computer monitor approx. 600 mm from you?	X	X	
Is the top edge of the computer monitor at eye level of the user?	X	X	
Is the computer monitor free from glare and reflections from lights?	X	X	
Can the angle or position of the monitor be easily changed?	X	X	
Is the keyboard at a comfortable tilt angle or flattened for touch typing?	X	X	
Footrest in place or needed?			

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Further Comments/Needs e.g. car comfort; childcare issues; billable expectations; carrying equipment; need for standing; desk; past injuries; supervision needs; communication needs?

Signature of Employee: _____

Date of Self-Assessment: / /

Signature of Manager: _____

FDPS P&C OOSH Work from Home Agreement – Appendix 2

Applicant Details	
Name of Employee	
Position	
Home address	
Home office phone/mobile	
Working from Home Arrangements	
Number of days/hours at home-based worksite	
Number of days at office-based site	
Commencement date of arrangement	
End date of arrangement	
Specific Reason for home-based work	
Outline of agreed deliverables/outcomes to be achieved when working from home	Productivity issues e.g. computer or home internet problems must result in leave being requested as FDPS P&C OOSH not responsible or you need to work from the office.
Date of review of Agreement (maximum 6 months)	— / — / —
Checklist	
Working from home self-assessment checklist attached	Yes/No
I have read and understood the conditions set out in the Working from Home agreement procedure & Policy and indicate that I accept the terms of this agreement by signing below.	

Employees signature

Date / /

Approved

Sub-committee signature

Date / /

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TITLE:	HYGIENE AND FOOD HANDLING		

POLICY STATEMENT

At Five Dock we will maintain a healthy and hygienic environment that promotes the health of the children, educators and parents using our service. Children and parents using the service will be encouraged to share ownership of maintaining hygiene practices in the service. Educators will ensure that they maintain, and model current best practice hygiene procedures as advised by NSW health authorities. Educators will engage children in experiences, conversations, routines and responsibilities that promote children's understanding of the importance of hygiene for the wellbeing of themselves and others ("My Time, Our Place" Outcomes 3)

CONSIDERATIONS

- Education and Care Service National Regulations (2011) 77, 168
- National Food Standards Code (FSANZ)
- Food Act 2003 (NSW)
- *Food Regulation 2010 (NSW)*
- NSW Department of Health
- Food Standards Code and Food Act 2003 (Standard 3.2.2A)

PROCEDURE

1. HYGIENE

- Educators will maintain and model appropriate hygiene practices and encourage the children to adopt hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing educators should acknowledge children who are modelling hygiene practices and look for opportunities to provide opportunities for children who have not developed the same level of awareness.
- Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents/stakeholders, and where appropriate information sheets or posters will be used by Educators to support these practices.
- Educators will aim to provide a nonjudgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. Where practices differ to standards expected in the service remind children that these are practices to be followed in the service, but they may be different for them at home.
- Hand washing will be practiced by all Educators, parents/stakeholders and children upon entering the service, before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition, educators and all stakeholders will wash their hands before leaving the service.
- All Educators must wear disposable gloves when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Educators must wash hands with soap and water after removing the gloves. Educators with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.

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- f. The service will be cleaned daily, a roster of cleaning tasks to be undertaken is available to view.
- g. All toilet facilities will have access to a basin or sink with running cold water, soap and paper towel for washing and drying hands. (DET Toilet and Basin facilities)
- h. Women and girls will have access to proper feminine hygiene disposal.
- i. Soap and paper towel will also be available in the kitchen area.
- j. All Toilets, Tables, chairs, hand basins, touchable surfaces and kitchen facilities used by the service will be cleaned and disinfected daily using diluted Dettol (20ml Dettol to 400ml water), Eucalyptus water soluble solution or Gumption. Surfaces will be disinfected using diluted Dettol (20ml Dettol to 400ml water) or Gumption.
- k. Toys will be washed, cleaned and disinfected using warm soapy water and diluted Dettol (20ml Dettol to 400ml water), Eucalyptus water soluble solution or Gumption on a regular basis with material items such as dress ups and cushion covers laundered as required but a minimum of quarterly.
- l. All toys are sprayed using Glen 20 after each session of care.
- m. Hand sanitizer is also available in addition to soap and water.

2. FOOD

- a. All staff handling food will have a nationally recognised 3.2.2A approved training accreditation to ensure standards are being met.
- b. A nominated Food safety Supervisor will hold a qualification no less than 5 years old and have their certificate held on the premises they will manage the safe handling of food, ensure food is kept safe and deal with food safety emergencies and health inspections.
- c. Staff are trained in an accredited Food safety Course.
- d. Reporting and monitoring measures are documented via a checklist format.
- e. All food will be prepared and stored in a hygienic manner.
- f. Children will be encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygienic practices when preparing food. This participation should always be supervised, and explanation provided to children on the reasons why hygienic conditions are maintained.
- g. Food will be stored in tightly sealed containers, away from any chemicals.
- h. Kitchen equipment will be cleaned and stored appropriately.
- i. Surfaces are cleaned before and/or after food preparation using warm soapy water, diluted Dettol (20ml Dettol: 400ml water), Eucalyptus water soluble solution or Gumption.
- j. All perishable foods will be stored in the refrigerator and the temperature should be monitored to ensure it is less than 5°C,
- k. The service will provide food handling and hygiene information to parents.
- l. The service will regularly review and evaluate food handling and practices in line with current best practice guidelines from recognised authorities.
- m. Children will be encouraged not to share their drinking and eating utensils.
- n. Tongs and spoons will be used for the serving of food. Where possible Educators will encourage children to self-serve for food and drinks encouraging the development of their food handling skills as well as acknowledging their growing sense of independence.
- o. All cups, plates and utensils will be washed in hot, soapy water and dried with a single use tea towel that will be laundered after use.

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- p. Educators are not required when handling food to use gloves if correct hand washing practices have been implemented under National Food Standards Code (FSANZ). If gloves are used, care must be taken to avoid contaminating food by only using them for one continuous task and then discarding them. Gloves must be removed, discarded and replaced with a new pair before handling food and before working with ready to eat food after handling raw food.
- q. Gloves must be removed, discarded and replaced after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body.
- r. Staff with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely.
- s. All chopping boards will be disinfected with Diluted Dettol (20ml Dettol to 400ml water).
- t. The microwave will be wiped out with diluted Dettol (20ml Dettol to 400ml water) and warm water after each use.
- u. All rubbish or leftover food is to be disposed of immediately in lidded bins and bins emptied at least daily and then wiped with diluted Dettol (20ml Dettol to 400ml water) or Gumption.
- v. All soiled linens/clothing is laundered at the local laundry mat or taken home and laundered in the washing machine (Cold water).
- w. Refrigerator to be disinfected using diluted Dettol (20ml Dettol to 400ml water) or Gumption once a month.
- x. Stove and oven to be cleaned after each use using diluted Dettol (20ml Dettol to 400ml water) or Gumption.
- y. Bins will be lined with bags and disinfected each term or as required.

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TITLE:	NUTRITION		

POLICY STATEMENT

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

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

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

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

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

CONSIDERATIONS

- Education and care Service National Regulations (2011) 78, 79,80,162
- Australian Dietary Guidelines for children and adolescents.
- National Food Standards Code (FSANZ)
- Food Act 2003 (NSW)
- *Food Regulation 2010 (NSW)*
- NRG@OOSH (Network of Community Activities)
- Service HYGIENE AND FOOD HANDLING policy

PROCEDURE

1. A menu developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children. The menu will be an accurate representation of food and drink that is being served.
2. All children's individual needs such as allergies, cultural requirements, and health needs etc will be addressed in the menus and parents advised if they will be required to supply specific foods for their child.
3. Food and drink consistent with the menu will be provided for morning and afternoon tea as well as small nutritious snacks available as necessary.
4. Fresh drinking water will be available at all times for the children and Educators.
5. During vacation care, parents will be asked to provide their child's lunch and drinks. On the program it will state what meals will be provide by the service.

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6. Children should be seated while eating or drinking.
7. Children and Parents will be encouraged to share family and cultural traditions, ideas and recipes to contribute to the menu.
8. Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents.
9. The denial of food will never be used as a punishment.
10. Containers are to be cleaned and stored appropriately.
11. Children's cooking activities will be encouraged to develop life skills. At all times, safe and hygienic practices will be followed as per the service HYGIENE AND FOOD HANDLING policy.
12. Educators are required to attend regular professional development on nutrition and food safety. Practices and document changes to practice as a result.

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		Endorsed:	
SECTION:	STAFF POLICIES	Review Due:	July 2024
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TITLE:	HAZARDOUS MATERIALS		

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 103,110, 167,168
- Work Health and Safety Act 2011.

PROCEDURE

1. Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in the centre will not be used or undertaken while the service is in operation.
2. Should any pests or vermin be identified then action should be taken to rid the centre of the problem by initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products.
3. Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation, and preferably not in the presence of the children.
4. Aerosol cans such as spray paints etc used for specific activities will only be used outside in a well-ventilated area.
5. All staff will be made aware on initial orientation in the centre, of any potentially dangerous products, which may pose a danger to the children and where these are stored.
6. All relief staff will also be made aware of the products and where they are stored.
7. All potentially dangerous products such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications will be stored in the appropriate containers, clearly labelled and stored in the designated secured area which is inaccessible to the children.
8. Material Safety Data Sheets (MSDS) will be accessible for all chemicals stored on the premises.
9. MSDS should be obtained by the delegated staff member whenever a new product is purchased by telephoning the manufacturer (on label of product) or accessing the website of the manufacturer and downloading the MSDS.
10. Staff are responsible to ensure that these areas remain secure and do not to inadvertently provide access to these items by the children.
11. Cleaning and hazardous products should not be stored close to foodstuffs or where storage of these food products might contaminate foodstuffs.
12. Staff should always read the label before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures.
13. Education about dangerous products and their storage can be used to enhance both children's and parents' awareness of the topic. Activities, posters or newsletters can be undertaken to highlight the issue.

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SECTION:	OCCUPATIONAL HEALTH AND SAFETY POLICIES	Review Due:	July 2024
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TITLE:	TRANSPORTATION		

POLICY STATEMENT

At Five Dock OOSH we believe that children travelling to and from school and excursions have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 29, 99,100,101,102, 103,122, 126, 160B, 180
- Kida and Traffic
- Road and Transport Regulations.

PROCEDURE

1. All children travelling from one place to another must have the written consent of their parents.
2. An all-weather meeting place will be established when collecting children from school (Kindergarten only).
3. All private vehicles can only be used if
 - The vehicle is registered and in a safe mechanical condition.
 - The vehicle is equipped with seat belts.
 - The vehicle has minimum third-party property damage insurance.
 - The driver has a current driver's licence.
4. Before travelling in the vehicle, the staff member will ensure that all children wear a seat belt.
5. A First Aid Kit should be carried in the vehicle.
6. Children will be required to remain seated and not behave in a dangerous or distracting manner. The driver will stop the vehicle if necessary, in a safe place until the children comply with instructions.
7. The driver will ensure that the vehicle has the appropriate number of passengers for the vehicle and that it is not overloaded.
8. All drivers will carry the centre's name, address and contact number at all times. An emergency contact number should also be provided.
9. In the case of an emergency/incident and parent/guardian are unable to be contacted in accordance with regulation 160 (B) the name, address and contact details of--
 - (i) each known parent of the child; and
 - (ii) any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
 - (iii) any person who is an authorised nominee; and

Note:

"**Authorised nominee**" means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. Section 170 (5) of the Law. authorised nominee, in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service or the family day care educator;

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authorised person means a person who is—

- (a) a person who holds a current working with children check or working with children card; or
- (b) a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or
- (c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or
- (d) in the case of an emergency, medical personnel, or emergency service personnel; or
- (e) a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.

10. In the case of a vehicle breakdown the staff person in charge or the driver will:
 - Phone and inform the Chairperson of the Sub-Committee.
 - The Director and the staff member will discuss suitable alternative transport and organise for this to be undertaken.
 - Ensure that the children are kept safe at all times.
 - The Director will inform the parents of the breakdown if necessary.
11. In the case of a vehicle accident the staff person in charge:
 - Check to see if any children or staff are hurt, conduct first aid and phone for an ambulance if necessary.
 - Comfort and calm the children.
 - Ensure that the children are safe at all times.
 - Take the required details of the other driver involved: name, contact, registration number, driver's licence, insurer and any damage made to either vehicle.
 - Phone the OOSH Chair-person and organise alternative transport.
 - Phone the police if necessary.
 - Make an accident report on return to the centre.
12. A mobile phone will be carried in case of accident or emergency and children should be instructed to stay with the vehicle until assistance arrives. The centre's details should always be carried on the vehicle.
13. In a situation where there is only one staff member in attendance a mobile phone will be allocated to take on the journey, so no one needs to leave children unattended.
14. The Director will inform the parents of the incident and ensure that all the appropriate accident procedures are undertaken.
15. When transporting children by public/third party transport staff will:
 - Ensure that a list of the children's names and number of children travelling is taken.
 - Take the centre's name, address and contact numbers with them.
 - Conduct a head count on a regular basis.
 - Assist children in getting on and off the mode of transport.
 - Ensure that all children are accounted for before allowing the mode of transport to leave.
16. When transporting children by foot staff will:
 - Ensure that the safest route is taken.
 - Ensure children cross the road at the crossing or lights where available and obey the road rules.
 - Undertake extreme care crossing all roads.

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TITLE:	ANIMALS		

- Keep children together as a group and walk in line on pavements. Staff members are to remain vigilant to ensure that no child runs ahead, lags too far behind the group or acts inappropriately.
- Take appropriate wet weather gear, jackets or sun hats to use as required.
- Children should be made aware of all the rules associated with all the modes of transport. Staff will ensure that these rules are enforced.

POLICY STATEMENT

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

CONSIDERATIONS

- My Time Our Place
- Education and care service National Regulations (2011) 77,87,168
- Animal Rights.

PROCEDURE

1. The decision to keep a pet or have an animal visit the centre will be made by the Director, based on an observed need or value to the children.
2. The Director must discuss this in their report at a Sub-Committee meeting and have approval of the Sub-Committee prior to any animal being able to enter the centre.
3. Any animal or bird will only be considered with the clear understanding of them being safe and suitable with children, and an assurance that the animal will be properly cared for.
4. No animal, bird or livestock will be allowed in the program area which is likely to be a source of infection or which in any way may be detrimental to the well-being of the children.
5. Checks need to be made regarding individual children's allergies before considering an animal in the centre.
6. All animals, which are kept in the centre, shall be maintained in a clean and healthy condition.
7. All hygiene procedures will be followed regarding cleaning and disposal of waste.
8. All animals will be located away from any food or food preparation areas.
9. Everyone in the centre will treat with respect and in a humane way all animals, at all times.
10. A staff member will be designated the duty of ensuring that the animal is appropriately fed and looked after. Alternately a roster of staff and children can be made to fulfil this duty.
11. Appropriate food and water will be maintained and kept topped up at all times.
12. Appropriate arrangements shall be made to ensure the animal is appropriately cared for over weekend and holiday breaks.
13. Children will be educated on an ongoing basis on how to properly care for and handle animals.
14. Children will be reminded about the hygiene practices required after handling any animal and staff will ensure that this is maintained.
15. Supervision is to be maintained at all times.

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TITLE:	SUN PROTECTION		

POLICY STATEMENT

Australia has the highest rate of skin cancer in the world. Research has indicated that young children and babies have sensitive skin that places them at particular risk of sunburn and skin damage. Exposure during the first 15 years of life can greatly increase the risk of developing skin cancer in later life. Early childhood services play a major role in minimising a child's UV exposure as children attend during times when UV radiation levels are highest. At Five Dock we aim to ensure that all children attending the centre will be protected from harmful rays of the sun. All staff are to model appropriate sun protection behaviour and enforce the sun protection policy.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 2011 108, 168 2(a) (ii),
- National Health and Medical Research Council - www.nhmrc.gov.au
- NSW Department of Health - www.health.nsw.gov.au
- Cancer Council recommendations regarding protection from the sun.

PROCEDURE

Our care and education service will follow best practice guidelines to protect children, family members educators and staff from the damaging effects of sun exposure.

In addition to our Sun Protection policy our service follows recommendations of the Cancer Council Sun protection policy. We are a registered *SunSmart* service.

STRATEGIES - HOW WILL IT BE DONE?

Our sun protection strategies are:

1. OUTDOOR ACTIVITIES

- The service will use a combination of sun protection measures whenever **UV Index levels reach 3 and above**. This will include:
- From October to March sun protection is required at all times. Extra sun protection is needed between 11am and 3pm and during this period outdoor activities should be minimised. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.
- From April to September (excluding June and July) outdoor activity can take place at any time. However, from 10am–2pm sun protection is required.
- In June and July when the UV index is mostly below 3, sun protection is not required. Extra care is needed for services in the far west and north of NSW and for all children who have very fair skin.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning excursions and activities.

a. Shade

All outdoor activities will be planned to occur in shaded areas. Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns.

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The service will provide and maintain adequate shade for outdoor play. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade.

b. Hats

Educators, staff and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is:

- Legionnaire hat.
- Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm).
- Broad brimmed hat with a brim size of at least 6cm (adults 7.5cm).

Please note: Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

Children without a sun safe hat will be asked to play in an area protected from the sun (e.g. under shade, veranda or indoors) or can be provided with a spare hat.

c. Clothing

When outdoors, educators, staff and children will wear clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. This includes wearing:

- Loose fitting shirts and dresses with sleeves and collars or covered neckline.
- Longer style skirts, shorts and trousers.

Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

d. Sunscreen

All staff and children will apply SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours. Sunscreen is stored in a cool, dry place and the use-by-date monitored.

2. ROLE MODELLING

Educators and staff will act as role models and demonstrate sun safe behaviour by:

- Wearing a sun safe hat (see Hats).
- Wearing sun safe clothing (see Clothing).
- Applying SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- Using and promoting shade.
- Wearing sunglasses that meet the Australian Standard 1067 (optional).

Families and visitors are encouraged to role model positive sun safe behaviour.

3. EDUCATION AND INFORMATION

Sun protection will be incorporated regularly into learning programs. Sun protection information will be promoted to all staff, families and visitors. Further information is available from the Cancer Council website www.cancercouncil.com.au/sunsmart.

4. POLICY AVAILABILITY

The sun protection policy, updates and requirements (including hat, clothing and sunscreen) will be made available to staff, families and visitors.

5. REVIEW

Management and staff will monitor and review the effectiveness of the sun protection policy regularly. The centre's sun protection policy must be submitted every two years to the Cancer Council for review to ensure continued best practice. Refer to the Cancer Council's guidelines and website www.cancercouncil.com.au/sunsmart for further information.

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TITLE:	EMERGENCY EVACUATION, LOCKDOWN AND LOCKOUT		

POLICY STATEMENT

At Five Dock will provide an environment that provides for the safety and wellbeing of the children at all times (*"My Time, Our Place"*). All children and Educators will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately implemented. In implementing the practice sessions of emergency procedures with children educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving on the procedures or discussing ways to avert emergency situations (*"My Time, Our Place"*). Opportunities for older children to access and use the written emergency procedures to orientate new children prior to an emergency drill will be provided by educators on a regular basis prior to carrying out the emergency drill (*"My Time, Our Place"*).

CONSIDERATIONS

- Education and Care Service National Regulation (2011) 97, 99 (4) (d) (ii), 168 (2) (e)

PROCEDURE

1. PREVENTION AND PREPAREDNESS

- A risk assessment will be conducted by Educators and Management annually to review and refine emergency procedures
- Emergency evacuation procedures and floor plan will be clearly displayed in a prominent position near the main entrance and exit of each room used by the service.
- All Educators, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the centre. Educators will make arrangements as to duties undertaken in the absence of other staff.
- Children and Educators will practice the emergency procedure at least once a term, in all types of care, before school, after school and at the beginning of vacation care.
- All Emergency Drills will be recorded with date, time and length of time it took to leave building. Additional comments on recommendations for improvements can also be included in the record.
- Drills will be conducted more regularly when there are new children.
- Parents will be informed of the procedure and assembly points in the parent handbook.
- No child or Educator is to go to their bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.
- The centre will maintain a fire blanket and smoke detectors and have them checked regularly as per the manufacturer's instructions.
- Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation.
- Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety, and they feel confident to operate the extinguisher and all the children have been evacuated from the room.
- Educators should be aware of bush fire danger and if relevant have appropriate training on the necessary procedures. **SERVICES IN BUSH FIRE PRONE AREAS MUST HAVE A PLAN.**
- The Local Fire Authority should be contacted for advice and training on fire safety and this plan included in your procedures.

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Example Plan - The evacuation plan will include:

- routes of leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- plan of where the fire extinguishers are located displayed in a public place.
- a safe assembly point away from access of emergency services.
- an alternative assembly area in case the first one becomes unsafe.
- list of items to be collected and by whom.
- list of current emergency numbers.
- staff duties in the emergency.

Educators will be nominated to:

- make the announcement to evacuate, identifying where and how.
- collect children's attendance records and parents' contact numbers.
- collect emergency services numbers.
- make the phone call to 000 or other appropriate service, management and parents as required.
- collect the first aid kit.
- check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- supervise the children at the assembly area and take a roll call of children. Educators should be aware of any visitors.

When the emergency service arrives, the Director will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.

No one should re-enter the building until the officer in charge has said it is safe to do so.

2. HARASSMENT AND THREATS OF VIOLENCE

If a person/s known or unknown to the service harasses or makes threats to children or Educators at the centre, or on an excursion, Educators will:

- calmly and politely ask them to leave the centre or the vicinity of the children.
- be firm and clear and remember your primary duty is to the children in your care.
- if they refuse to leave, explain that it may be necessary to call the police to remove them.
- if they still do not leave, call the police.
- if the Director is unable to make the call another staff member should be directed to do so. Educators should liaise with team members in advance to determine a code phrase that will alert another team member to a threat situation arising and prompt them to contact police. The code phrase will be discussed and reminded to all staff regularly at staff meetings.
- where possible Educators must endeavour to calmly move the children away from the person and this may be achieved quickly with the use of another code phrase that will encourage word of mouth transmission between children to move quickly from the area to another safer environment without causing them alarm (as an example, the reminder to a child that ice cream is being served today at xxx location for all children).

No Educator should attempt to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible and wait for the police.

Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the centre.

3. ACTS OF TERRORISM

In the event of Terrorist attack educator will follow appropriate authorities' instruction and guidelines in order to manage the situation.

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4. EMERGENCY OR FIRE EVACUATION

- Sound Continuous siren will alert staff to implement Evacuation procedure.
- Management to collect evacuation documentation box and individual child medication.
- Assemble children at the back of the canteen or to the most appropriate assembly point.

Responsible Persons Duties

1. Contact the relevant Emergency Services – Call “000”.
2. To be responsible for evacuation documentation box, staff sign in roster and individual child medication.
3. When at assembly area – account for all children via personal electronic device (Student Sign In application) and account for staff (sign in roster)
4. Report to officer-in-charge of Fire Brigade (Red Helmet) on their arrival.

Assistant/Educators Duties

1. Assist with the removal of children from any potential dangers and direct children to assembly point.
2. Where possible, educators will search their allocated areas to ensure all students are accounted for, this will also include bathrooms.
3. Where possible, trained staff can attempt to extinguish the fire with the fire blanket and fire extinguisher.

5. LOCKDOWN/LOCKOUT *Lockdown/Lockout is a procedure used when there is an immediate threat to the OOSH service. This procedure minimises the access to the students and staff of our service. As part of the procedure, everyone must remain in the main room or the most appropriate area determined until the situation is declared safe by an authorised person i.e. Director or relevant Emergency Services.

- Three short continuous sounds will be broadcasted via the siren through the audio communication devices.
- Staff will gather all children within the main room or to the most appropriate assembly point.
- Once all areas have been cleared by educators (including toilets) and students are in the main room/most appropriate area, doors and windows are to be locked and the blinds are to be drawn.

Responsible Persons Duties

1. Contact the relevant Emergency Services – Call “000”.
2. To be responsible for evacuation documentation box, staff sign in roster and individual child medication.
3. When at assembly area – account for all children via personal electronic device (Student Sign In application) and account for staff (sign in roster)

Assistant/Educators Duties

1. Assists with the gathering of children to designated area.
2. Where possible, educators will search their allocated areas to ensure all students are accounted for, this will also include bathrooms.

Everyone must remain in the main room or most appropriate area until the situation is declared safe by an authorised person i.e. Emergency Services

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TITLE:	ADMINISTRATION OF FIRST AID		

POLICY STATEMENT

At Five Dock we believe that First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and prior to obtaining professional medical services if required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards and participation in safety programs.

Our education and care service is committed to providing a safe and healthy environment. We recognise our responsibility to provide first aid facilities that are adequate for the immediate treatment of injuries and illnesses. The educators and staff of our service are aware of their duty of care to children, families, staff and visitors in providing appropriate first aid treatment.

CONSIDERATIONS

- My Time Our Place
- Education and Care Services National Regulations (2011) 85, 86, 87, 88, 89, 122, 136
- NSW Work health and Safety Act 2011.
- Work health and Safety Act Regulations 2011

PROCEDURE

We will ensure:

- all educators, including casual staff, hold a first aid qualification;
- all children, staff, families and visitors who are involved in accidents and incidents whilst at the centre and when first aid is to be administered it will be done so according to guidelines and recommended practices of a first aid qualification;
- all incidents will be documented and stored according to regulatory requirements; and
- a risk management approach to health and safety shall be adopted.

1. PROFESSIONAL DEVELOPMENT OF STAFF AND EDUCATORS

The Approved Provider will ensure:

- that all educators are supported to ensure they hold current recognised first aid qualifications;
- all educators have undertaken current approved anaphylaxis management training (from 1st January 2013);
- all educators have undertaken current approved emergency asthma management training (from 1st January 2013); and
- employee induction includes an induction to the first aid policy.

The Nominated Supervisor will:

- ensure the skills and competencies of trained first aiders are maintained and skills are kept up to date, refresher first aid and CPR training will be scheduled and maintained in a staff register;
- collaborate and consult with staff and educators to develop and implement a risk assessment and management plan; and
- ensure first aid guides and publications are accessible to staff at all times to assist them in their understanding and administration of first aid.

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2. HAZARD IDENTIFICATION AND RISK ASSESSMENT

The Approved Provider will:

- provide a child-safe environment.

The Nominated Supervisor will:

- guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes;
- introduce preventive measures to eliminate the risk, or control measures to minimise the risk;
- review and analyse accident, injury, incident and 'near miss' data; and
- collaborate with staff and educators to develop a first aid plan for the service (i.e. identification of first aid qualified staff, contact details of emergency services and other emergency contacts, details of the nearest hospital or medical centre, map identifying location of first aid kits at the service, first aid contents checklist, response procedure following an incidence of illness or injury. See sample).

Educators and staff will:

- Undertake risk assessments in the environment in order to plan safe experiences for children.
- Follow the procedure of DRSABCD and RICER while administering first aid to a child/parent or individual within the service.

3. ADMINISTRATION OF FIRST AID TO CHILDREN, FAMILIES, STAFF AND VISITORS TO THE CENTRE

The Approved Provider will:

- Ensure that there is always at least one first aid qualified educator on the premises at all times.

The Nominated Supervisor will:

- Ensure that enrolment records for each child include a signed consent form for the administration of first aid and the approved products to be used; and sign off on all documentation when first aid has been administered; and dial 000 and call for an ambulance when emergency medical treatment is required or delegate this responsibility.

In general:

- Administration of first aid will be done in accordance with first aid training and undertaken by a qualified first aider;
- as per the first aid plan, and in the interests of avoiding delay of treatment, in the first instance, first aid will be administered by the person who has witnessed the incident/injury/illness;
- the nominated supervisor and families (where first aid is being administered to a child) will be notified of the nature of the incident/accident; and
- the person administering first aid will be the person who completes the incident/illness/injury/trauma record and passes to the responsible person for verification and signing by parent or guardian.
- In the event no medical practitioner is documented on child enrolment form, Five Dock Medical Centre (8753 4700) will be set as the default practitioner.

4. FIRST AID SUPPLIES

The Approved Provider will ensure that:

- the centre is supplied with an appropriate number of first aid kits for the number of children being educated and cared for by the service;
- the first aid kits are suitably equipped, easily accessible and recognisable; and
- first aid kits are carried on field excursions.

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Educators and staff will:

- ensure a first aid box checklist is kept in every first aid kit;
- staff will regularly monitor supplies and update stock as required; and
- discard and replace out of date stock.

5. DOCUMENTATION AND RECORD KEEPING

Educators and staff will:

- complete an incident, injury, trauma and illness record for all incidents/injuries/trauma/illnesses occurring at the centre; and
- ensure that a copy of the accident/incident report will be made available for parents/guardians on request.

The Approved Provider will:

- ensure records are confidentially stored for the specified period of time as required by the Regulation.

6. MANAGING SERIOUS INCIDENTS

The Approved Provider will ensure:

- any serious incident occurring at the centre will be documented on a SI01 Notification of serious incident form and reported to our Regulatory Authority Early Childhood Education Directorate, NSW Department of Education within 24 hours;
- a copy of the incident report will be provided to the family as soon as possible; and
- educators and staff are aware of the procedures around managing serious incidents. (Notification of Serious Injury form SI01)

The Nominated Supervisor or responsible person will:

- notify parents of any serious incident; and
- arrange for medical intervention if required.

Educators and staff will:

- manage serious incidents as per this policy; and
- notify the Nominated Supervisor immediately after the serious incident has occurred.

7. POLICY AVAILABILITY

The first aid policy will be readily accessible to all staff, families and visitors, and ongoing feedback on this policy will be invited.

8. REVIEW

Management and staff will monitor and review the effectiveness of the first aid policy regularly. Updated information will be incorporated as needed.

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TITLE:	INCIDENT, INJURY, TRAUMA AND ILLNESS		

POLICY STATEMENT

At Five Dock OOSH the health and safety of children in education and care services is the responsibility of all approved providers and educators. Policies and procedures (including documented records) must be in place to effectively manage the event of any incident, injury, trauma and illness that occurs in the program by law. Young children's innate desire to explore and test their growing capabilities is essential in developing wellbeing. Educators must consider the understanding of all of the elements of wellbeing and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm.

CONSIDERATIONS

- Education and Care Services National Regulations (2011) 85 to 168
- Children (Education and Care Services National Law Application) Act 2010

PROCEDURE

1. Establish procedures and practice that minimise the risk of harm to children;
2. Maintain communication with families to ensuring that they are informed of any incidents, injury, trauma and illness to their child/ren as required;
3. Ensure that records of any incident, injury, trauma and illness are documented, transmitted to the Department of Education and Communities as required and kept in storage according to regulatory requirements; and
4. Ensure that this policy is implemented in conjunction with our Emergencies and evacuation policy.
5. The approved provider nominated supervisor and educators will consider the development of children's wellbeing as paramount to the educational philosophy of the service. All educators will be aware of the development of wellbeing, and children's emerging capabilities, and plan the program accordingly.
6. The procedures of the service will include the following:

PROVIDERS WILL:

- Notify the Regulatory Authority of any serious incident at the education and care service, the death of a child, or complaints alleging that the safety, health or wellbeing of a child was, or is, being compromised.
- Ensure all legal and necessary documentation is stored in a secure place until the child is 25 years of age in accordance with national regulation 183 (2A) (2B).
- In the event no medical practitioner is documented on child enrolment form, Five Dock Medical Centre (8753 4700) will be set as the default practitioner.

NOMINATED SUPERVISORS WILL:

- Ensure that educators are rostered so that at least one educator who holds a current approved first aid qualification is present at all times that the children are being educated and cared for by the service;
- Ensure the service holds the correct number of first aid kits required, suitably equipped, and maintained;
- Ensure that all staff are aware of the completion of appropriate records (Injury, incident, trauma and illness record) in the event of any incident, injury, trauma or illness to children whilst in the care of the service, and that this information is completed no later than 24 hours after the incident occurred);
- Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements;
- Complete an audit of the Injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service;

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- Give staff access to appropriate up to date information, or professional development on the management of incidents; and
- Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these ensuring that this occurs as part of staff induction or orientation to the service and that position descriptions reflect this responsibility.

EDUCATORS WILL:

- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate;
- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe;
- Thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing;
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is paramount at all times;
- Seek further medical attention for a child if required;
- Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development;
- Be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness;
- Respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child;
- In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury, trauma and illness record as required;
- Maintain appropriate work health and safety standards when attending to children's injuries and applying first aid;
- Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children's emerging capabilities;
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired.
- Ensure that hazardous items are inaccessible to children; and
- Be involved in regularly reviewing and discuss policy and procedure and consider any improvements that need to be made to this policy.

FAMILIES WILL:

- Be informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including immunisation status and illnesses at the service;
- Inform the service of their child's particular requirements, and provide any relevant paperwork to the service, such as immunisation status, letters from a medical professional etc;
- Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the report
- Receive access to this policy and notification of its existence;
- Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods;
- Be provided access to information on children's development, the service program, and relevant resources (such as Kidsafe, SIDs and Kids, for example) from the service.

*A Notification of Serious incident Form must be completed and sent to Australian Children's Education and Care Quality Authority: **Postal Address:** PO Box A292, Sydney, NSW 1235 **Email:** enquiries@acecqa.gov.au **Phone:** 1800 181 088*

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TITLE:	DEATH OF A CHILD OR STAFF MEMBER		

POLICY STATEMENT

Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstance as the death of a child or a staff member, the staff will follow guidelines as set out below.

CONSIDERATIONS

- NSW Department of Community Services Guidelines.
- Education and Care Service National Regulations (2011) 85,86,87,88,89,90,91,92,93 94,95,96,97, 183

PROCEDURE

The death of a child or staff member whilst in attendance at the service will result in the same procedures as for 'serious injury' (see 'Accidents Policy').

The following organisations must be contacted:

- An ambulance service.
 - The police.
 - The Department of Community Services (if a child involved).
 - The Sub-Committee & Five Dock Public School P&C Association
- The centre will notify the parent/guardian/ next of kin that a serious incident has happened and advise them to contact the relevant medical agency.
 - A detailed report should be given as soon as possible.
 - In the event of the death occurring out of centre hours a clear emergency procedure should be maintained for the other children at the centre.
 - If a child is the deceased, the Director should make contact with the child's school to liaise with them regarding the school's response to the event.
 - The Director should also make contact with Department of Community Services to seek advice on an appropriate response from the service.
 - In general procedures would involve liaison with a number of other agencies.
 - In liaison with school or other staff, all parents of the other children should be contacted and advised of the death of the child or staff member and provided with the option to collect their child from the centre and advise them or allow staff to advise children whilst in attendance at the centre.
 - The responsible staff member should sit with children and calmly explain in simple terms that the person has died and the reason why they have died.
 - Time to express grief and to cry freely should be given and children should be encouraged to share the memories they have of the person.
 - Counselling will be made available for all children and staff. Resources and support should also be made freely available to all families.
 - In the event of a death while in care at the service, all documentation will be kept for 7 years after the death has occurred in accordance with National Regulation 183 (2C).

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TITLE:	DEALING WITH INFECTIOUS DISEASES AND ILLNESS		

POLICY STATEMENT

At Five Dock will aim to provide a safe and hygienic environment that will promote the health and wellbeing of our children (*"My Time, Our Place"* Outcome 3). We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with guidelines of Sate Health Authorities. All children and adults in the service will be considered as infectious and these procedures must be consistently applied across the centre.

Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health.

Where there is an outbreak of an infectious disease each enrolled child's parent/emergency contact will be notified within 24 hours under ordinary circumstances. The service will take care when issuing the notification to ensure it is not done in a manner that is prejudicial or names any particular child (*"My Time, Our Place"* Outcome 1).

Parents /guardians are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health.

Where a child takes ill at the service all care, and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the parent/emergency contact.

CONSIDERATIONS

- Education and care Service National Regulation (2011) 85,86,87,88, 168 (c)
 - 86 *"Notification to parents of incident, injury, trauma and illness"*
 - NSW Department of Health guidelines
 - Disability Discrimination Act 1975
 - NSW Anti-Discrimination Act 1977
 - Work Health and Safety Act 2011
- Staying Healthy in Child Care (5th Edition)
- Service *"HYGIENE AND FOOD HANDLING"* policy

PROCEDURE

1. ILLNESS

- a) Parents will be informed about the illness and infectious diseases policy on enrolment.
- b) A regularly updated copy of the Department of Health guidelines on infectious diseases from NSW Dept of Health website (<http://www.health.nsw.gov.au/publichealth/Infectious/a-z.asp>) will be kept attached to the illness and infectious disease policy for reference by staff, management and made available to parents on request.

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- c) A child or adult will be considered sick if he/she:
 - sleeps at unusual times, is lethargic.
 - has a fever over 38°C.
 - is crying constantly from discomfort.
 - vomits or has diarrhoea.
 - is in need of constant one to one care.
 - Symptoms of an infectious disease.
- d) If a child is unwell at home parents are not permitted to bring the child to the centre. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.
- e) If a child becomes ill or develops symptoms at the centre the parents will be contacted to take the child home. Where the parents are not available emergency contacts will be called to ensure the child is removed from the service promptly.
- f) The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent or other authorised adult takes them home.
- g) During a fever natural method will be employed to bring the child's temperature down until the parents arrive or help is sought. Such methods include: clothes removed as required, clear fluids given, tepid sponges administered.
- h) If a child's temperature is extremely high, cannot be brought down and parents cannot be contacted, the child's doctor will be contacted, and permission sought to give paracetamol. If the situation becomes serious the child will be taken to the doctor or an ambulance called.
- i) If a staff member becomes ill or develops symptoms at the centre they can return home if able or organise for someone to take them home.
- j) The Director will organise a suitable staff replacement as soon as possible.

2. INFECTION CONTROL PROCEDURES

- a) All staff dealing with open sores, cuts and bodily fluids with any child or adult shall wear disposable gloves.
- b) Staff with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves.
- c) Disposable gloves will be properly and safely discarded, and staff are to wash their hands after doing so.
- d) If a child has an open wound it will be covered with a waterproof dressing and securely attached.
- e) If bodily fluids or blood gets on the skin but there is no cut or puncture, wash away with hot soapy water.
- f) In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water also use diluted Dettol. (20ml Dettol: 400ml water)
- g) In the event of exposure to the mouth, promptly spit it out and rinse mouth with water several times.
- h) In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.
- i) In the event of having to perform CPR, disposable sterile mouth masks are to be used, or if unavailable a piece of cloth. The staff person in charge of the first aid kit will ensure that a mask is available at all times.
- j) Any exposure should be reported to the Director and Management to ensure proper follow up procedures occur.
- k) **Note:** Hot water may coagulate the blood and protect any virus from the soap or disinfectant diluted Dettol. (20ml Dettol: 400ml water). It is best to use cold or tepid water temperatures in all cleaning processes.

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- l) Any soiled clothing will be placed in a plastic bag and double bagged for protection all whilst wearing gloves, it will be labelled with the child's name and date visible. The bag and its contents placed in the Soiled Items container located in office for parents to collect and take home.
- m) Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected diluted Dettol. (20ml Dettol: 400ml water). Cloths used in cleaning will be wrapped in plastic bags and properly disposed of according to current infection control guidelines.

3. MANAGEMENT OF HIV/AIDS/HEP B AND C

- a) Under the Federal Disability Act and the Equal Opportunity Act, no discrimination will take place based on a child's/parent's/Educator's HIV status.
- b) Discrimination in regard to access to the centre is unlawful. A child with HIV or Hepatitis B or C has the right to obtain a position in the centre should a position become available and an educator the right to equal opportunity of employment. The service has no obligation to advise other families attending the service of a child's or educators HIV status.
- c) A child with AIDS shall be treated as any other child, as HIV is not transmitted through casual contact. The child shall have the same level of physical contact with Educators as other children in the centre.
- d) Where Educators are informed of a child, parent or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. A breach of this confidentiality will be considered a breach of discipline.
- e) Educators will ensure that no discussion is made other than ensuring proper care of all children is maintained.
- f) Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy (*See also HYGIENE AND FOOD HANDLING policy for details.*) will be implemented.
- g) Educators and parents will be encouraged to participate in AIDS and Hepatitis education.

4. MANAGEMENT OF INFECTIOUS DISEASE OUTBREAK

- a) Children and staff will be excluded from the service if they are ill with any contagious illness. This includes diarrhea and conjunctivitis.
- b) In the event of an outbreak of vaccine-preventable disease at the service or school attended by children at service, parents of children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
- c) The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.
 Camperdown Public Health Office:
 PO Box 374, Camperdown 2050
 Ph: 02 9515 9420
 Fax: 02 9515 9467
 Ph: 1300 066 055
- d) Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements discussed and agreed to by the management committee, have been made.
- e) Payment of Fees are payable by families who chose to keep their children home during an epidemic/pandemic if the service is operational. Any cancellation will be within accordance to our cancellation policy.
- f) The period of exclusion will be based on the recommendations outlined by the Department of Health. The recommendation will be available at the service for viewing.
- g) The Service Director will at all times follow the recommendations as outlined in the Health Department document.
- h) The decision to exclude or re-admit a child or staff member will be the responsibility of the Director based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.
- i) The Director or staff members have the right to refuse access if concerned about the child's health.

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- j) Children and Staff with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.
- k) A doctor's clearance certificate or negative result will be required for all infectious diseases such as Chicken pox, Conjunctivitis, Gastroenteritis, Glandular Fever, Hand Foot and Mouth Disease, Hepatitis A, Impetigo (School Sores), Influenza (All strengths), Measles, Meningococcal Disease, Molluscum Contagiosum, Mumps, Ringworm, Rubella (German Measles), Scabies, Scarlet Fever, Slapped Cheek, Whooping Cough (Pertussis), Anthrax, Bird Flu, Diphtheria and Coronavirus Disease (COVID-19) before returning to the service.
- l) Parents will be informed about the occurrence of an infectious disease in the service ensuring that the individual rights of staff or children are not infringed upon.
- m) Any recommended exclusion period by NSW Health will need to be adhered to by any individual of our community and or the service if closure is recommended.
- n) All Educators will ensure proper hygiene practices are carried out as outlined in the HYGIENE AND FOOD HANDLING policy.
- o) During an epidemic/pandemic Hygiene practices will be conducted periodically throughout the care session and before and after each care session, to minimise any chance of infection whilst at our service.
- p) During an epidemic /pandemic our service will aim reduce contact with adults to decrease the chance of exposure to possible infection for both our students and staff. (Please follow identified measures/procedures put in place)
- q) In the event of an epidemic/pandemic children services will follow the guidelines set out by NSW Health and relevant Government agencies.
- r) All Educators will be advised upon appointment to the position to maintain their immunity to common childhood diseases, tetanus, Hepatitis B and any other relevant conditions through immunisation with their local health professional

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TITLE:	DEALING WITH MEDICAL CONDITIONS		

POLICY STATEMENT

At Five Dock will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in the service in order to promote their sense of wellbeing, connectedness and belonging to the service (*"My Time, Our Place"*). Our Educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality (*"My Time, Our Place"*). The medical conditions policy will be provided to parents who identify that their child has a medical condition and a medical plan will be completed for each child that identifies with a medical condition.

CONSIDERATIONS

- Education and Care Service National Regulations (2011) 90–96, 136, 137, 160–162, 168, 173, 177, 181, 183, 184
- Disability Discrimination Act 1975
- NSW Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Individual Medical Management Plans and corresponding resources.
- Service policy on *"Administration of Medication"*.
- Service policy on *"Illness and Infectious Diseases"*
- Service policy on *"Confidentiality"*
- NSW Asthma Foundation
- Anaphylaxis Australia @ www.allergyfacts.org.au

PROCEDURE

1. NOTIFICATION REQUIREMENTS

1. Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded by the parent on the child's enrolment form.
2. Upon notification of a child's medical condition the service will provide the parent with a copy of this policy in accordance with regulation 91.
3. Specific or long-term medical conditions will require the completion of a medical management plan with the child's doctor and parent.
4. It is the responsibility of the parent/guardian to update their child/ren's medical management plan yearly. This request is a requirement under Government Regulations and if not complied with will result in your child being sent home until relevant documentation and current in date prescribed medication is provided to our service. (In accordance with *"Administration of Medication"*)
5. It is a requirement of the service to meet its regulatory obligations that a risk minimization plan and a communication plan be developed in consultation with the parents. The Service Director will meet with the parents and relevant health professionals as soon as possible prior to the child's attendance to determine content of that plan to assist in a smooth and safe transition of the child into the service.
6. Content of the Planning will include:

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- a. Identification of any risks to the child or others by their attendance at the service.
 - b. Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food service,
 - c. Process and timeline for Orientation procedures for staff
 - d. Methods for communicating between parents and educators any changes to the child's medical management plan
7. The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition (this is in accordance with regulation 90). All Educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated to their management. In some cases, specific training will be provided to Educators to ensure that they are able to implement effectively the medical management plan.
 8. Where a child has an allergy, the parents will be asked to supply a letter from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the staff can help the child if they do become exposed.
 9. Where possible the service will endeavour to not have that allergen accessible in the service.
 10. All medical conditions including food allergies will be placed on a notice board near the kitchen area (out of sight of general visitors and children). It is deemed the responsibility of every educator at the service to regularly read and refer to the list.
 11. All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child including what staff member will be responsible for implementing the plan-based on training and experience.
 12. Where a child has a life-threatening food allergy and the service provides food, the service will complete a risk minimisation plan and endeavour to reduce the risk of contamination by having the particular food allergen prepared in a separate area. Children will be asked to wash hand and face with soap and water after consuming the particular Allergen.
 13. Parents of children with an allergy are made aware the service supplies (e.g. soy milk, gluten free bread etc) or asked to supply any particular diet if required. (All educators are Allergy Aware)
 14. Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.

PROCEDURE

2. ASTHMA MANAGEMENT

1. Upon enrolment parents/guardians are to indicate that their child has been diagnosed with Asthma. In this case enrolment forms must include an asthma management plan completed by a medical professional.
2. Asthma management plans must be updated yearly. This is the parent/guardian responsibility to ensure it is updated. All medical management plans will be displayed in a private place accessible to educators. Management plans must indicate:
 - a. Child's name
 - b. Child's image
 - c. Child's date of birth
 - d. Preventer and/or reliever or combination medication needed
 - e. Dosage required and how often
 - f. Medical professionals name and signature
3. There will be a First aid trained staff member on premises at all times that children are in care at the service.
4. The service will have Asthma relievers on hand at the service at all times. The director will ensure that all relievers are in date at all times.
5. If a parent would like to supply their child's personal medication they must:
 - a. Provide directly to an educator

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- b. Ensure correct medication as detailed on management plan is supplied in the box from the pharmacy
 - c. Ensure the medication in current and in date
6. In the event of a child displaying asthma symptoms:
 - a. Parents will be contacted as soon as practical
 - b. First aid trained officer will implement the 4x4x4 asthma management method
7. The Responsible person will complete the Incident, injury, trauma and illness form and provide to parents upon their arrival. Due to necessity to contact medical profession the SI01 form will be completed and submitted to Regulatory Authority Early Childhood Education Directorate, NSW Department of Education within 24 hours; of incident occurring.
8. This form will be stored at the service in the child's file for 3 years after their last attended booking at the service.

PROCEDURE

3. ANAPHYLAXIS MANAGEMENT (Allergy)

1. Upon enrolment parents/guardians are to indicate that their child has been diagnosed with Anaphylaxis. In this case enrolment forms must include an anaphylaxis management plan completed by a medical professional.
2. Anaphylaxis management plans must be updated yearly. This is the parent/guardian responsibility to ensure it is updated. All medical management plans will be displayed in a private place accessible to educators. Management plans must indicate:
 - a. Child's name
 - b. Child's image
 - c. Child's date of birth
 - d. Preventer and/or reliever or combination medication needed
 - e. Dosage required and how often
 - f. Medical professionals name and signature
3. There will be a First aid trained staff member on premises at all times that children are in care at the service.
4. EpiPen for Adult and Child dosage will be kept on premises at all times. Director will ensure that they are always in date and readily available.
5. If a parent is aware of their child's condition, they must supply medication:
 - a. Provide directly to an educator to be kept at the service (where possible). If this is not possible medication should be kept in the child's bag with the bag indicating an EpiPen is inside.
 - b. If a child does not require an EpiPen, other medication as detailed by their doctor must be supplied to the centre.
 - c. Ensure correct medication as detailed on management plan is supplied in the box from the pharmacy
 - d. Ensure the medication in current and in date
6. In the event of a child displaying anaphylaxis symptoms:
 - a. Parents will be contacted as soon as practical
 - b. First aid trained officer will implement and follow action plan detailed on child's anaphylaxis management plan.
7. The Responsible person will complete the Incident, injury, trauma and illness form and provide to parents upon their arrival. Due to necessity to contact medical profession the SI01 form will be completed and submitted to Regulatory Authority Early Childhood Education Directorate, NSW Department of Education within 24 hours; of incident occurring.
8. This form will be stored at the service in the child's file for 3 years after their last attended booking at the service.

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TITLE:	DIABETES		

POLICY STATEMENT

To ensure that enrolled children with type 1 diabetes and their families are supported, while children are being educated and cared for by our service.

This *Diabetes Policy* should be read in conjunction with the *Dealing with Medical Conditions*.

Five Dock OOSH believes in ensuring the safety and wellbeing of children who are diagnosed with diabetes, and is committed to:

- Providing a safe and healthy environment in which children can participate fully in all aspects of the program.
- Actively involving the parents/guardians of each child diagnosed with diabetes in assessing risks and developing risk minimisation and risk management strategies for their child.
- Ensuring that all staff members and other adults at the service have adequate knowledge of diabetes and procedures to be followed in the event of a diabetes-related emergency.
- Facilitating communication to ensure the safety and wellbeing of children diagnosed with diabetes.
- This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children, and others attending the programs and activities of Five Doc OOSH

CONSIDERATIONS

Services that are subject to the National Quality Framework must have a policy for managing medical conditions in accordance with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*. This policy must define practices in relation to:

- Children (Education and Care Services National Law Application) Act 2010 167, 169
- Education and Care Services National Regulations (2011) Regulations 90–96, 136, 137, 160–162, 168, 173, 177, 181, 183, 184
- Disability Discrimination Act 1975
- NSW Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Procedures requiring parents/guardians to provide a medical management plan if an enrolled child has a relevant medical condition (including diabetes)
- Development of a risk minimisation plan in consultation with a child's parents/guardians.
- Development of a communication plan for staff members and parents/guardians.

Staff members and volunteers must be informed about the practices to be followed in the management of specific medical conditions at the service. Parents/guardians of an enrolled child with a specific health care need, allergy or other relevant medical condition must be provided with a copy of the *Dealing with Medical Conditions Policy* (in addition to any other relevant service policies).

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PROCEDURE

Five dock OOSH must ensure that each child with diabetes has a current diabetes management plan prepared specifically for that child by their diabetes medical specialist team, at or prior to enrolment, and must implement strategies to assist children with type 1 diabetes. A child's diabetes management plan provides staff members with all required information about that child's diabetes care needs.

The following lists key points to assist service staff to support children with type 1 diabetes.

- Follow the service's *Dealing with Medical Conditions Policy* (and this *Diabetes Policy*) and procedures for medical emergencies involving children with type 1 diabetes.
- Parents/guardians should notify the service immediately about any changes to the child's individual diabetes management plan.
- The child's diabetes medical specialist team may include an endocrinologist, diabetes nurse educator and other allied health professionals. This team will provide parents/guardians with a diabetes management plan to supply to the service.
- Contact Diabetes Australia – NSW for further support or information.

Most children with type 1 diabetes can enjoy and participate in service programs and activities to their full potential but are likely to require additional support from service staff to manage their diabetes. While in attendance at the service should not be an issue for children with type 1 diabetes, they may require time away to attend medical appointments.

1. RESPONSIBILITIES

The Approved Provider is responsible for:

- Ensuring that the Nominated Supervisor, educators, staff, students and volunteers at the service are provided with a copy of the *Diabetes Policy*, including the section on management strategies (refer to Attachment 1 – Strategies for the management of diabetes in children at the service), and the *Dealing with Medical Conditions Policy*
- Ensuring that the programs delivered at the service are inclusive of children diagnosed with diabetes (refer to *Inclusion*), and that children with diabetes can participate in all activities safely and to their full potential
- Ensuring that the parents/guardians of an enrolled child who is diagnosed with diabetes are provided with a copy of the *Diabetes Policy* (including procedures) and the *Dealing with Medical Conditions Policy* (Regulation 91)
- Ensuring that the Nominated Supervisor, staff and volunteers at the service are aware of the strategies to be implemented for the management of diabetes at the service (refer to Attachment 1 – Strategies for the management of diabetes in children at the service)
- Ensuring that each enrolled child who is diagnosed with diabetes has a current diabetes management plan prepared specifically for that child by their diabetes medical specialist team, at or prior to enrolment
- Ensuring that the Nominated Supervisor, educators, staff, students, volunteers and others at the service follow the child's diabetes management plan in the event of an incident at the service relating to their diabetes
- Ensuring that a risk minimisation plan is developed for each enrolled child diagnosed with diabetes in consultation with the child's parents/guardians, in accordance with Regulation 90(iii)
- Ensuring that a communication plan is developed for staff and parents/guardians in accordance with Regulation 90(iv), and encouraging ongoing communication between parents/guardians and staff regarding the management of the child's medical condition

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The Nominated Supervisor is responsible for:

- Ensuring that children diagnosed with diabetes are not discriminated against in any way and are able to participate fully in all programs and activities at the service.
- Ensuring that the *Diabetes Policy* is implemented at the service
- Compiling a list of children with diabetes and placing it in a secure but readily accessible location known to all staff. This should include the diabetes management plan for each child
- Following the strategies developed for the management of diabetes at the service (refer to Attachment 1 – Strategies for the management of diabetes in children at the service)
- Ensuring that all staff, including casual and relief staff, are aware of children diagnosed with diabetes, symptoms of low blood sugar levels, and the location of medication and diabetes management plans
- Following the child's diabetes management plan in the event of an incident at the service relating to their diabetes
- Following the risk minimisation plan for each enrolled child diagnosed with diabetes
- Ensuring that programmed activities and experiences take into consideration the individual needs of all children, including children diagnosed with diabetes
- Communicating with parents/guardians regarding the management of their child's diabetes

Certified Supervisors and other educators/staff are responsible for:

- Ensuring that children diagnosed with diabetes are not discriminated against in any way and are able to participate fully in all programs and activities at the service.
- Reading and complying with this *Diabetes Policy* and the *Dealing with Medical Conditions Policy*
- Following the strategies developed for the management of diabetes at the service (refer to Attachment 1 – Strategies for the management of diabetes in children at the service)
- Following the risk minimisation plan for each enrolled child diagnosed with diabetes
- Knowing which children are diagnosed with diabetes, and the location of their medication and diabetes management plans
- Following the child's diabetes management plan in the event of an incident at the service relating to their diabetes
- Communicating with parents/guardians regarding the management of their child's medical condition

All parents/guardians are responsible for:

- Ensuring that children diagnosed with diabetes are not discriminated against in any way and are able to participate fully in all programs and activities at the service.

Parents/guardians of children diagnosed with type 1 diabetes are responsible for:

- Reading and complying with this *Diabetes Policy*, diabetes management strategies (refer to Attachment 1 – Strategies for the management of diabetes in children at the service), and the *Dealing with Medical Conditions Policy*.
- Providing the service with a current diabetes management plan prepared specifically for their child by their diabetes medical specialist team
- Working with the Approved Provider to develop a risk minimisation plan for their child
- Working with the Approved Provider to develop a communication plan
- Ensuring that they provide the service with any equipment, medication or treatment, as specified in the child's individual diabetes management plan.

Volunteers and students, while at the service, are responsible for following this policy and procedure.

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2. COMMONLY USED DIABETES TERMS

Type 1 Diabetes: An autoimmune condition that occurs when the immune system damages the insulin producing cells in the pancreas. Type 1 diabetes is treated with insulin replacement via injections or a continuous infusion of insulin via a pump. Without insulin treatment, type 1 diabetes is life threatening.

Type 2 Diabetes: Occurs when either insulin is not working effectively (insulin resistance) or the pancreas does not produce sufficient insulin (or a combination of both). Type 2 diabetes accounts for 85 to 90 per cent of all cases of diabetes and usually develops in adults over the age of 45 years but is increasingly occurring in individuals at a younger age. Type 2 diabetes is unlikely to be seen in children under the age of 4 years.

Hypoglycaemia or hypo (low blood glucose): Hypoglycaemia refers to having a blood glucose level that is lower than normal i.e. below 4 mmol/L, even if there are no symptoms. Neurological symptoms can occur at blood glucose levels below 4 mmol/L and can include sweating, tremors, headache, pallor, and poor co-ordination and mood changes. Hypoglycaemia can also impair concentration, behaviour and attention, and symptoms can include a vague manner and slurred speech.

Hypoglycaemia is often referred to as a 'hypo'. Common causes include but are not limited to:

- Taking too much insulin
- Delaying a meal
- Consuming an insufficient quantity of food
- Undertaking unplanned or unusual exercise.

It is important to treat hypoglycaemia promptly and appropriately to prevent the blood glucose level from falling even lower, as very low levels can lead to loss of consciousness and convulsions.

The child's diabetes management plan will provide specific guidance for services in preventing and treating a hypo.

Hyperglycaemia (high blood glucose): Hyperglycaemia occurs when the blood glucose level rises above 15 mmol/L. Hyperglycaemia symptoms can include increased thirst, tiredness, irritability and urinating more frequently. High blood glucose levels can also affect thinking, concentration, memory, problem-solving and reasoning. Common causes include but are not limited to:

- Taking insufficient insulin
- Consuming too much food
- Common illnesses such as a cold
- Stress

Insulin: Medication prescribed and administered by injection or continuously by a pump device to lower the blood glucose level. In the body, insulin allows glucose from food (carbohydrates) to be used as energy, and is essential for life.

Blood Glucose Meter: A compact device used to check a small blood drop sample to determine the blood glucose level.

Insulin Pump: A small, computerised device to deliver insulin constantly, connected to an individual via an infusion line inserted under the skin.

Ketones: Occur when there is insufficient insulin in the body. High levels of ketones can make children very sick. Extra insulin is required (given to children by parents/guardians) when ketone levels are >0.6 mmol/L if insulin is delivered via a pump, or >1.0 mmol/L if on injected insulin.

Sources:

- Diabetes manual : Caring for Diabetes in Children Adolescents
- <http://www.rch.org.au/diabetesmanual/>
- Diabetes Australia – NSW www.diabetesaustralia.com.au/

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3. EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- Selectively audit enrolment checklists (for example, annually) to ensure that documentation is current and complete
- Regularly seek feedback from everyone affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy
- Keep the policy up to date with current legislation, research, policy and best practice
- Revise the policy and procedures as part of the service's policy review cycle, or Following a hypo emergency at the service, to identify any changes required
- Notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

4. STRATEGIES FOR THE MANAGEMENT OF DIABETES IN CHILDREN AT THE SERVICE

STRATEGY	ACTION
Monitoring of blood glucose (BG) levels	<ul style="list-style-type: none"> • Checking of blood glucose (BG) levels is performed using a blood glucose meter (refer to <i>Definitions</i>) and a finger pricking device. The child's diabetes management plan should state the times that BG levels should be checked, the method of relaying information to parents/guardians about BG levels and any intervention required if the BG level is found to be below or above certain thresholds. A communication book can be used to provide information about the child's BG levels between parents/guardians and the service at the end of each session. • Checking of BG occurs at least four times every day to evaluate the insulin dose. Some of these checks may need to be done while a child is at the service – at least once, but often twice. Routine times for testing include before meals, before bed and regularly overnight. • Additional checking times will be specified in the child's diabetes management plan. These could include such times as when a 'hypo' is suspected. • Children are likely to need assistance with performing BG checks. • Parents/guardians should be asked to teach service staff about BG testing. • Parents/guardians are responsible for supplying a blood glucose meter, in-date test strips and a finger pricking device for use by their child while at the service.
Managing hypoglycaemia (hypos)	<ul style="list-style-type: none"> • Hypos or suspected hypos should be recognised and treated promptly, according to the instructions provided in the child's diabetes management plan. • Parents/guardians are responsible for providing the service with oral hypoglycaemia treatment (hypo food) for their child in an appropriately labelled container. • This hypo container must be securely stored and readily accessible to all staff.
Administering insulin	<ul style="list-style-type: none"> • Administration of insulin during service hours is unlikely to be required; this will be specified in the child's diabetes management plan. • As a guide, insulin for service-aged children is commonly administered: <ul style="list-style-type: none"> ○ twice a day: before breakfast and dinner at home ○ by a small insulin pump worn by the child.

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Managing ketones	<ul style="list-style-type: none"> Children on an insulin pump will require ketone testing when their BG level is >15.0 mmol/L. Staff must notify parents if the ketone level is >0.6 mmol/L (refer to the child's diabetes management plan).
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STRATEGY	ACTION
Off-site excursions and activities	<ul style="list-style-type: none"> With good planning, children should be able to participate fully in all service activities, including attending excursions. The child's diabetes management plan should be reviewed prior to an excursion, with additional advice provided by the child's diabetes medical specialist team and/or parents/guardians, as required.
Infection control	<ul style="list-style-type: none"> Infection control procedures must be developed and followed. Infection control measures include being informed about ways to prevent infection and cross-infection when checking BG levels, hand washing, having one device per child and not sharing devices between individuals, using disposable lancets and safely disposing of all medical waste.
Timing meals	<ul style="list-style-type: none"> Most meal requirements will fit into regular service routines. Children with diabetes require extra supervision at meal and snack times to ensure that they eat all their carbohydrates. If an activity is running overtime, children with diabetes <u>cannot have delayed meal times. Missed or delayed carbohydrate is likely to induce hypoglycaemia (hypo).</u>
Physical activity	<ul style="list-style-type: none"> Exercise should be preceded by a serve of carbohydrates. Exercise is not recommended for children whose BG levels are high, as it may cause BG levels to become more elevated. Refer to the child's diabetes management plan for specific requirements in relation to physical activity.
Participation in special events	<ul style="list-style-type: none"> Special events, such as class parties, can include children with type 1 diabetes in consultation with their parents/guardians. Services should provide food and drink alternatives when catering for special events, such as low sugar or sugar-free drinks and/or sweets. This should be planned in consultation with parents/guardians.
Communicating with parents	<ul style="list-style-type: none"> Services should communicate directly and regularly with parents/guardians to ensure that their child's individual diabetes management plan is current. Services should establish a mutually agreeable home-to-service means of communication to relay health information and any health changes or concerns. Setting up a communication book is recommended and, where appropriate, make use of emails and/or text messaging.

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TITLE:	IMMUNISATION		

POLICY STATEMENT

At Five Dock OOSH we respect the right of individual parents whether to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Immunisation status will be recorded in the enrolment form.

CONSIDERATIONS

- Education and Care Service National Regulations (2011) 90,91,92,93,95,96, 136, 137, 160–162, 168, 177, 181, 183, 184
- Department of Health Recommendations

PROCEDURE

1. Parents will record their child's immunisation status on the enrolment form and provide a copy of record for enrolment file.
2. children who are unvaccinated due to their parent's conscientious objection will no longer be able to be enrolled in child care
3. it will be an offence (with a penalty of 50 penalty units) for a principal to fail to comply with the child care vaccination enrolment requirements
4. it will be an offence (with a penalty of 50 penalty units) for a person to forge or falsify a vaccination certificate
5. Relevant Government changes from 1st January 2018, parents must provide a copy of one or more of the following documents to enrol in a child care centre:
 - an [AIR Immunisation History Statement](#) which shows that the child is up to date with their scheduled vaccinations or
 - an [AIR Immunisation History Form](#) on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
 - an [AIR Immunisation Medical Exemption Form](#) which has been certified by a GP.
6. No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book). The documents must be stored by the director in a secure location for 3 years, unless a child transfers to another child care centre.
7. In the event of an outbreak of vaccine-preventable disease at the centre or school attended by children at centre, parents of children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
8. The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.
9. Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements, discussed and agreed to by the management committee, have been made.
10. All staff should also maintain through immunisation, their immunity to common childhood diseases.
11. Staff will be encouraged to undergo immunisation for Hepatitis B if they are not already immunised. The centre will arrange for the immunisation of all new staff.
12. It is also recommended that all adults receive a booster dose of tetanus and diphtheria vaccine every 10 years.

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TITLE:	ALLERGIES		

POLICY STATEMENT

At Five Dock OOSH we will provide safe and effective care of children by ensuring that staff are fully aware of reactions to, and management of, any child's allergies.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 90,91,92,93,95,96, 136, 137, 160–162, 168, 177, 181, 183, 184

PROCEDURE

1. Parents will be asked to inform the centre of any allergies the child may have at the time of enrolment.
2. This information will be recorded on the child's enrolment form.
3. Where a child has an allergy the parents will be asked to supply a letter from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the staff can help the child if they do become exposed.
4. If a food allergy exists, parents will be asked to supply any particular diet if required.
5. All food allergies will be placed on a notice near the kitchen area to remind staff. A list of what they cannot eat along with alternatives will be recorded.
6. All staff are to make themselves aware of this list.
7. All relief staff will be informed of the list on initial employment.

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TITLE:	ADMINISTERING MEDICATION		

POLICY STATEMENT

At Five Dock, we seek to ensure the proper care and attention to all children through specific guidelines regarding use of medications. To ensure the interests of staff, children and parents are not compromised, medication in its original packaging will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner.

To support children to take increasing responsibility for their own health and wellbeing specific consideration will also be given to children who are carrying medication in their school bags and whose parents have given permission to self-medicate (*"My Time, Our Place"* 3.2). In order for the staff to properly care for children the service has an expectation that parents will inform Educators if children are receiving medication at home or school, the nature and purpose of the medication and possible side effects it may have for the child. Educators will use this information to support the child's participation in the service (*"My Time, Our Place"* 4.3).

CONSIDERATIONS

- National Law 167 (protection from Harm and hazard)
- Education and Care Service National Regulations (2011) 93,95,96, 136, 137, 160–162, 168, 177, 181, 183, 184
- "My Time, Our Place" Outcome (3.2 Children take increasing responsibility for their own health and wellbeing)
- Service policy on "Medical Conditions".
- Service policy on "Confidentiality"

PROCEDURE

1. Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor. (Webster pack must be provided for all oral tablet medication)
2. Medication will only be administered by a first aid trained educator during service operating hours.
3. Medication and permission for a child to self-medicate will be administered with the parent's/ guardians written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.
4. In the event that a case of emergency requires verbal consent to administer medication the service will provide written notice to the parent as soon as practical after administration of the medication.
5. No authorisation is required in the event of an asthma or anaphylaxis emergency however in doing so as soon as possible after that time the parent is notified and/or emergency services.
6. Authorisation from anyone other than the parent/ guardian or medical practitioner cannot be accepted.
7. Parents/ guardian who wish medication to be administered to their child or have their child administer the medication at the service will complete the medication form providing the following information;
 - *Name of child*
 - *Name of medication*
 - *Details of the date, time and dosage to be administered. (General time, eg lunchtime will not be accepted.)*
 - *Where required, indicate if the child is allowed to administer the medication or the educator.*
 - *Signature of parent /guardian*
8. Over the counter medication will be used in line with Regulation 95 aii.

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8. Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in the designated locked and secure place, clearly labelled and ensure that medication is kept out of reach of the children at all times.
9. If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.
10. An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their medication on their person with parental permission. Where a child carries their own asthma medication they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.
11. Once medication form is completed it will be stored in the child's enrolment file. It will be kept at the service for 3 years after the last date that the child was cared for by the service (regulation 183-2D).

ADMINISTERING MEDICATION

- Before medication is given to a child, the Responsible Person (with current First Aid Certificate) who is administering the medication will verify the correct dosage with another educator who will also witness the administration of the medication.
- After the medication is given the certified supervisor will record the details on the medication form. Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.
- Where a medical practitioner's approval is given staff will complete the medication form and write the name of the medical practitioner for the authorisation.
- Where medication for treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.
- In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. This plan must be provided by the doctor. In one off circumstances the service will not make an exception to this rule and will require the parents to complete the procedure for the educators to administer the medication.

To be completed by a parent/carer of a child with a medical condition.

I/We confirm that we have sighted the medical conditions policy

Child's Name:	Parent/Carer's Name:
Date:	Parent/Carer's Signature:

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TITLE:	CHILD PROTECTION/CHILD SAFE		

POLICY STATEMENT

At Five Dock we believe that it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs.

The safety and welfare of all children is of paramount importance. Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

At Five Dock OOSH we believe that each child's social, emotional, language, physical and intellectual needs be met. If a child seeks physical comfort e.g. cuddle, pat on the back, hold hands etc it is up to the staff member to respond with the appropriate physical contact that abides by child protection guidelines.

CONSIDERATIONS

- NSW Children and Young Person's (Care and Protection) Act 1998
- Commission for Children and Young People Act 1998
- Child Protection (Prohibited Employment) Act 1998
- Children's Guardian Act 2019
- NSW Government Office of The Children's Guardian
- NSW Department of Community Services Mandatory Reporting Guidelines (Child Story Reporter)
- NSW Child Protection Interagency Guidelines (2006)
- Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13
- Keep Them Safe – Information session/ overview participants manual 2009/ 2010
- Education and care Service National Regulations (2011) 84 Children (Education and Care Services
- National Law Application) Act 2010
- Child Protection (Working with Children Check) Act 2012
- Child Safe Standards 2020

PROCEDURE

1. MANDATORY REPORTING

- A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.
- In OOSH services mandatory reporters are:
 - Staff that deliver services to children
 - Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

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

Section 23 (1)

- a-b) Child is at significant risk of harm – Neglect
 - a) basic physical or psychological needs not being met or are at risk of not being met
 - b) parents/ carers unwilling or unable to provide necessary medical care
 - b1) parents/ carers unwilling or unable to arrange for the child or young person to receive an education
 - c) Child is at significant risk of harm – Physical / Sexual abuse
 - d) Child is at significant risk of harm – Domestic violence
 - e) Child is at significant risk of harm – Serious Psychological harm
 - f) Child is at significant risk of harm – Prenatal report
- Staff will undergo training in relation to child protection and reporting as part of the training budget.
 - Any staff that forms a belief based on reasonable grounds that a child is at risk of harm should ensure they record the details of the report in a clear objective format.
 - Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.
 - Any staff who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with their Director/ authorised supervisor, as he or she may have information the staff member is not aware of. The Director will then assist staff in running the online Mandatory Reporters Guidelines tool (see point below for more information) to determine whether the report meets the threshold for **significant** risk of harm.
 - If directed by MRG (Child Story Reporter) to report to Community services, staff should report their concerns to the Child Protection Helpline:
 - **Mandatory Reporters phone 132 111**
 - When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG (Child Story Reporter).
 - If Director/ authorised supervisor has been advised to but has not reported to Community Services, you are legally responsible to do so.
 - Once a report is made to the CS Helpline no further report needs to be made unless new information comes to hand.
 - In an emergency call 000

2. MANDATORY REPORTING GUIDANCE TOOL (Child Story Reporter)

- A Mandatory Reporting Guidance tool has been developed to help frontline mandatory reporters, including OOSH workers determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG (Child Story Reporter) will guide reporter on what action should be taken. The MRG (Child Story Reporter) is an interactive tool and is available online at <https://reporter.childstory.nsw.gov.au/s/mrg>
- If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.
- If new information presents concerning the child or young person run the MRG (Child Story Reporter) tool again.
- Where concerns do not meet the significant harm threshold, the MRG (Child Story Reporter) tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.

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

For assistance with referral information.

Human Services Network www.hsnet.nsw.gov.au

Family Services NSW www.familyservices.nsw.asn.au

3. INFORMATION EXCHANGE

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

- The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange
- Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people
- Under Chapter 16 A NSW Children and Young Persons (Care and Protection) Act 1998, Staff will exchange information that relates to a child or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services and whether or not the child or young person consents to the information exchange.
- The information requested or provided **must** relate to the safety, welfare or wellbeing of the child. Information includes:
 - A child or young person's history or circumstances
 - A parent or other family member, significant or relevant relationship
 - The agency's work now and in the past
- Where information is provided in good faith and according to legal provisions, under section 29 & section 245G NSW Children and Young Persons (Care and Protection) Act 1998; reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

NOTE: It is recommended that services develop a separate policy relating specifically to Information exchange.

4. COMPLAINTS INVOLVING STAFF OR A PERSON IN THE OOSH SERVICE

Where a complaint is made about a staff member, or someone in the service the following procedure must be followed:

- Should an incident occur that involves a child being put at risk of harm from a member of staff, volunteer, trainee or person visiting the service, this is regarded as **'reportable conduct'** and necessitates such conduct being reported to the Children's Guardian. A Mandatory Report should be submitted within 24 hours of the disclosure and the staff must give the Children's Guardian the notice within 7 business days after the staff became aware of the disclosure unless the head of the staff has a reasonable excuse.
- Where the allegation is made to a staff member or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Director or person in charge is suspected, then the chairperson on management committee should be informed.
- The relevant forms together with information and assistance are available online at <https://reporter.childstory.nsw.gov.au/s/mrg>
<https://www.kidsguardian.nsw.gov.au/>
- The person making the report should follow the advice of the Ombudsman's Departmental Officers.
- Management will also follow this advice.
- The matter will be treated with strict confidentiality.

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- For the protection of both the children and the staff member involved, the staff member would be suspended, pending the investigation.
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

5. RECRUITMENT OF STAFF

- All staff employed by the service including management, full time/ part time carers, casuals, volunteers and students will be subject to a Working with Children Check carried out by the NSW Government Office of The Children's Guardian. Written approval from the prospective employee will be sought prior to this check being carried out.
- When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self Employed People. This certificate ensures verification that the person employed is not banned by law from working with children. These certificates are issued through the NSW Government Office of The Children's Guardian. Application form and instructions are available on <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

6. FOR FURTHER INFORMATION

- NSW Government Office of The Children's Guardian <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>
<https://www.ocg.nsw.gov.au/>
- Keep Them Safe www.keepthemsafe.nsw.gov.au
- Human Services Network www.hsnet.nsw.gov.au
- Community Services www.community.nsw.gov.au
- NSW Commission for Children and Young People www.kids.nsw.gov.au
- Child Story Reporter <https://reporter.childstory.nsw.gov.au/s/mrg>
- Child Protection Helpline 13 21 11
- Office of the Children's Guardian <https://www.kidsguardian.nsw.gov.au/>

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TITLE:	BEHAVIOUR GUIDANCE		

POLICY STATEMENT

At Five Dock OOSH we will provide an environment where all parents, staff and children feel safe, cared for and relaxed. This environment encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness. These rules help create a caring environment. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction.

CONSIDERATIONS

- My Time Our Place
- Children's and Young Persons (Care and Protection) Act 1998
- Voluntary Code of Practice, Section 12 (Exclusion for unacceptable behaviour)
- United Nations Convention on the Rights of the Child.
- Play - Rights and Responsibilities of children, staff, and parents for a co-operative OOSH environment (Network)
- Education and care Service National Regulations (2011)
- Code of Conduct

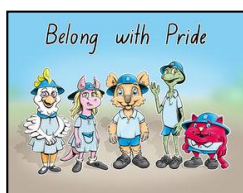
PROCEDURE

1. The centre's policy also encourages independence and responsibility as well as cooperation and sharing among children.
2. Staff constantly reinforce positive behaviour by praising children and recognising their attempts to be helpful and cooperative. Different methods are used according to the child's developmental level to discourage anti-social behaviour such as hitting, threatening, biting, and harassing.
3. We encourage parents/guardians to discuss with staff any behavioural difficulties they may be experiencing with their child so that the service practices can be consistent with those you are using at home and in the classroom.

Positive Behaviour Learning (In Line with Five Dock Public School)

The main ideas of PBL:

- To focus on student engagement
- Preventative emphasis
- A system based intervention
- A problem solving framework
- Promotion and application of evidence-based interventions
- Inclusive of all students
- Supports the curriculum



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4. All documentation of serious incidents is kept at the centre in a locked cupboard. Parents/guardians are notified of serious incidents and will be asked to also reinforce appropriate behaviour.
5. The centre does not allow continued attendance of children who are:
 - Physically or verbally abusive to children and/or staff
 - Persistently disruptive or on suspension from school
6. If there is a continued problem with a child's behaviour, consultation with parents/guardians will be arranged with the centre's Director. However, if the behaviour persists the matter will be referred to the Management Committee, in consultation with the parent/guardian to decide if placement can continue to be offered to that child.
7. **If a child leaves school grounds unaccompanied and without permission, parents will be notified and police will be contacted. As Staff/ Child ratio must be maintained at all times.**
8. Any child who normally attends the Centre and has been suspended from school may not attend OOSH whilst under suspension.
9. Corporal punishment is not acceptable.
10. Basic rules and clear guidelines of acceptable behaviour will be established through consultation with staff and children.
11. Rules will encourage respect for the rights of others and help create a caring environment and be based on safety, order, and cleanliness.
12. Children and parents will have the opportunity to be involved in developing rules and our centre's Code of Behaviour.
13. All rules will be clearly expressed in a positive way and reinforced consistently.
14. Staff, parents and children will be made aware of the rules.
15. Rules will be displayed.
16. Children will have the consequences to breaking the rules explained.
17. All consequences shall be relevant to the individual situation and not demeaning to the child.
18. No child is to be subjected to, or threatened with, corporal punishment.
19. No child is to have food or other basic needs withdrawn as part of a punishment.
20. Staff will follow up all behavioural issues by discussing the situation with the child and working together on better solutions for future behaviour.
21. Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
22. Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem solving skills.
23. Children will be encouraged to seek support when necessary.
24. Staff will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.
25. Staff, school and parents should work in partnership to promote a consistent and positive approach towards behaviour management.
26. Staff and parents will raise concerns as they arise and discuss ways of working together to assist children to make changes in inappropriate behaviour.
27. To assist in maintaining a positive, safe and caring environment the staff and children will have the following responsibilities.
28. **Bullying behaviour is:**
 - **Verbal** e.g. name calling, teasing, abuse (inappropriate language), putdowns, sarcasm, insults, threats
 - **Physical** e.g. hitting, punching, kicking, scratching, tripping, spitting
 - **Social** e.g. Ignoring, excluding, ostracising, alienating, making inappropriate gestures
 - **Psychological** e.g. spreading rumours, dirty looks, hiding or damaging possessions, malicious SMS and email messages, inappropriate use of camera phones.

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The term “Bullying” has specific meaning. Our Service complies with Five Dock Public School Anti-Bullying Plan found on the School website: <http://www.fivedock-p.schools.nsw.edu.au/>

THE CHILDREN WILL:

1. Accept and value every child and adult regardless of race, cultural background, religion, sex or ability.
2. Treat each other with respect, courtesy and understanding.
3. Be encouraged to maintain positive communication and relationships between staff, children and other adults.
4. Ensure that appropriate language is used at all times.
5. Know and fulfil their responsibilities.
6. Settle their differences in a peaceful manner, try to use communication to resolve difficulties rather than resort to violence.
7. Develop self-discipline skills through positive example and direction.
8. Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

THE STAFF WILL:

1. Accept and value every child and adult regardless of race, cultural background, religion, sex or ability.
2. Treat children with respect, courtesy and understanding.
3. Maintain positive communication with the children at all times.
4. When communicating with children staff will ensure that they are understood and communicate at the child’s level in a friendly, positive and courteous manner.
5. Use voice intonations, facial expressions, and explanations as methods of discipline.
6. Shouting at children should be avoided.
7. To encourage children to take responsibility for their actions, staff will:
 - a. Initiate conversations with all children and develop an understanding of the child and their interests.
 - b. Form friendly and warm relationships with the children in their care and be supportive and encouraging.
 - c. Ensure that expectations relating to the children’s behaviour are explicit and clear and consequences are consistently applied.
 - d. Act as a role model for acceptable behaviour
 - e. Encourage and reward acceptable behaviour.
 - f. Focus on the behaviour, not the child.
 - g. Give praise and positive feedback to the children as often as possible.
 - h. Provide an environment which will foster the child’s self-esteem.
 - i. Help children develop self-discipline skills through positive example and direction.
 - j. Introduce older children to simple conflict resolution skills.
 - k. Help children to appreciate and care for each other and their surroundings.
 - l. Ensure that appropriate language is used at all times.
 - m. Never single out any children or make them feel inadequate at any time.
 - n. Avoid threatening or verbally abusing the children in any way.

CONSISTENT UNACCEPTABLE BEHAVIOUR

1. *Where a child demonstrates consistent unacceptable behaviour the staff will:*
 - a. Ensure the child is aware of the limits and what is appropriate behaviour.
 - b. Ensure the expectations are appropriate for the child’s level of development and understanding.
 - c. Review the consequences to ensure they are not inadvertently encouraging the behaviour.
 - d. Look for and assess possible causes for the behaviour.
 - e. Discuss the issue with the parents and the child.
 - f. Record all incidents, indicating what happened before and after the incident, time, date and who was involved.

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- g. Develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals as required.
- h. Record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date.
2. *If the child physically hurts other children or adults the staff will:*
 - a. Remove the child from the situation.
 - b. Ensure the other person is all right and given proper attention and care.
 - c. Record the incident, indicating date, time, victim, injury, offender and attendant.
 - d. Ensure that both sets of caregivers are notified of the incident.

EXCLUSION/SUSPENSION FOR UNACCEPTABLE BEHAVIOUR

1. Should unacceptable behaviour continue, and the above strategies are not working the staff will inform the Management committee.
2. The Management Committee in consultation with the staff will discuss the issue.
3. Where, in the interest of the child and other children at the centre, exclusion/suspension may be seen as the only step to be taken, this will be decided by the OOSH Sub-Committee.
4. **It will be considered only after:**
 - Parents have been notified and given the opportunity to discuss their child's behaviour.
 - Parents have been referred to other agencies, where necessary.
 - Careful consideration has been given to the problem by staff and Sub-Committee.
 - Clear procedures have been established for accepting the child back into the centre.
 - The management Committee in consultation with the staff will discuss the issue.
 - In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure. Clear procedures would be established for the child to return to the service, where applicable. This will be determined at the time of event by the Management team.
 - Should a student be suspended from school, this will automatically extend to suspension form OOSH for the designated period.

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TITLE:	HAND WASHING		

POLICY STATEMENT

At Five Dock, we will provide a healthy and hygienic environment that will promote the health of the children, staff and parents/Stakeholders. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices. This is important in order to minimise the transmission of infectious disease; effective Hand washing is essential as it is the best way to control infection in a centre environment.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 77, 88, 106, 109, 168

PROCEDURE

- Hand washing facilities consist of washbasin, antibacterial soap, and single use disposable paper towel and covered bins.
- Hand sanitizer is also available in addition to soap and water.
- These facilities are found in the main room as well as the bathroom.

STAFF SHOULD WASH HANDS:

- Before and after food handling (wear gloves)
- After cleaning (wear gloves)
- After using a tissue or coughing or sneezing
- Before and after giving first aid (wear gloves)
- After personal toileting or toileting children
- After wiping a child's nose
- On arrival and Departure from the Centre
- After contact with blood/body fluids (wear gloves)

CHILDREN SHOULD WASH HANDS:

- On arrival and Departure from the Centre
- Before and After handling food
- After playing outside
- After toileting
- Before and after water play
- After wiping their nose

Parent/Stakeholders

- On arrival prior to signing in or out
- Visitors upon sign in and out
- After playing outside (External providers)
- After toileting

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TITLE:	MANUAL HANDLING AND LIFTING		

POLICY STATEMENT

At Five Dock, we will provide a healthy and safe environment that will promote the safety of the children, staff and parents. All people in the centre will follow preventative measures in Manual Handling and Lifting. Staff will ensure that they maintain and model appropriate Handling practices. This is important in order to minimise risk of injury in a centre environment.

CONSIDERATIONS

- My Time Our Place
- Education and care Service National Standards and Regulations 168

1. MANUAL HANDLING

- Injury to the back can occur in jobs requiring people to lift and carry
- A worker in a child care centre will have to;
 - Lift
 - Carry
 - Lower
 - Push and pull
 - Store and remove things off the ground
- It is important that you know how when it is necessary to work together to move or lift unwieldy items to avoid injury.
- Lifting, lifting and carrying children and babies is a feature of work in the child care area. In addition, lifting or carrying children who may be distressed or out of control can pose particular risks.

2. LIFTING

- There are 6 steps to follow when lifting objects to reduce the risk of injury.
 - Size up the load.
 - Place feet close to the load in a balanced position with arms bent.
 - Get a secure grip.
 - Keep your back straight.
 - Head up, chin tucked in, arms close to the body.
 - Use your legs.
- Make correct lifting an automatic part of your day. Think of how many times you have to pick up, lift, lower, and carry children.
- When moving equipment ask for help. Work in pairs. This is part of your duty of care.
- Where there is a risk of injury through manual handling, your employer also has a duty of care to remove or reduce the risk.

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TITLE:	SOILED CHILDREN POLICY		

POLICY STATEMENT

Germs can be transmitted in a number of ways, including through the air by droplets; through contact with faeces and then contact with mouths; through direct contact with skin; and through contact with other body secretions (such as urine, saliva, discharges or blood). At Five Dock OOSH we endeavour to make sure that staff, children and visitors are protected from the germs that can cause infection.

CONSIDERATIONS

- Education and care Service National Regulation (2011) 88
- NSW Department of Health guidelines
- Work Health and Safety Act 2011
- Staying Healthy in Child Care (5th Edition)
- Service “HYGIENE AND FOOD HANDLING” policy

PROCEDURE

To minimise the spread of infection it is our policy that all soiled garments are:

- Removed from the child immediately (Child given clean new underwear and appropriate change of clothes).
- Placed in a plastic bag and double bagged for protection all whilst wearing gloves labelled with the child's name and date visible.
- Bag and its contents placed in the Soiled Items container located in office for collection by parents.
- All parties are to wash hands thoroughly after this process to minimise the chance of infection. In addition, hand sanitizer is also available.
- Items of soiled clothing that are not collected within the week will be disposed of. For health and hygiene reasons soiled clothing must not be left in the centre over the weekend.

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TITLE:	TOBACCO, DRUGS AND ALCOHOL		

POLICY STATEMENT

At Five Dock Outside School Hours Care (OOSH), we understand that ensuring the safety of children against the dangers associated with tobacco, drugs and alcohol is imperative. Our service will maintain a healthy and harm free environment where no individual educator, parent/caregiver is affected by alcohol or drugs.

Our service is a Tobacco, Drugs and Alcohol-free zone.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 82
- Work Health & Safety Act 2011.

PROCEDURE

Our service is **STRICTLY Tobacco, Drug and Alcohol Free.**

In order to keep children, educators, families and visitors free from the dangers of drugs, alcohol, tobacco smoke and other smoke, including illegal substances, the following rules apply:

1. The consumption of tobacco, drugs and alcohol is prohibited in all areas of the service, including;
 - a. Inside
 - b. Outside in the playground
 - c. Outside in the car park
2. Smoking and the consumption of alcohol is also prohibited;
 - a. On incursions or excursions at any point during the event
 - b. While travelling with children
 - c. At educator's meetings
 - d. At parent's meetings
 - e. At any social activity, whether in work hours or not, where children and educators are involved.
3. Under no circumstances will any person attend the service if they are affected by alcohol or drugs, including prescription medication, if in any way the consumption of these items impairs an individual's capacity to supervise, educate or care for children.
 - a. The service reserves the right to refuse the removal and collection of a child from the service if this behaviour is present. (Duty of Care)
4. The service will have "NO Smoking" signs displayed
5. Parents, volunteers and visitors to the service are to be courteously informed of the Tobacco, Drug and Alcohol policy.
6. With respect to employees of Five Dock Public School P&C OOSH, breaching the Tobacco, Drug and Alcohol Policy may result in the implementation of disciplinary procedures.
7. Discussions held around the topics of Tobacco, Drugs and Alcohol as well as other illegal substances are deemed inappropriate while in the presence of children and should not take place within the centre environment, including;
 - a. Inside
 - b. Outside in the playground
 - c. Outside in the car park.

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SECTION:	OCCUPATIONAL HEALTH AND SAFETY POLICIES	Review Due:	July 2024
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TITLE:	WORKPLACE HEALTH AND SAFETY		

POLICY STATEMENT

Five Dock OOSH is committed to creating and maintaining a safe and healthy environment for its staff, children, families, contractors, students and other visitors. We strive to make our workplaces as free of foreseeable risks as is reasonably practical while remaining true to our philosophy. Being conscious of moral and legal obligations, Five Dock OOSH strives to go beyond basic compliance with all relevant legislation and work towards best practice to ensure a safe work environment. Five Dock OOSH is committed to continuous improvement in all areas of workplace health, safety and wellbeing. Five Dock OOSH is responsible for overseeing and reviewing the effectiveness of health, safety and wellbeing systems in order to gain assurance that employees have the support they need to be able to fulfil their responsibilities safely. Five Dock OOSH Sub-Committee and Management staff will lead and support safe work practices that meet business needs, demonstrating management commitment by providing leadership and driving a positive health and safety culture. Five Dock OOSH recognises that safety is everyone's responsibility, and as such supports staff through appropriate supervision, facilities, training and advice.

CONSIDERATIONS

- My Time Our Place
- Education and Care Services National Regulations (2011) 85, 86, 87, 88, 89, 122, 136
- NSW Work health and Safety Act 2011.
- Work health and Safety Act Regulations 2011

PROCEDURE

Management and Administration

Five Dock OOSH is committed to the administration and management of preventative and responsive health and safety procedures to support the establishment and maintenance of a safe work environment. Our service complies with all legislative reporting requirements when it comes to the notification and communication of health and safety risks, threats and incidents, and actively works with regulatory bodies and other groups to go beyond basic levels of compliance.

Risk Assessments and Management Plans

Five Dock OOSH risk assessments and management plans, provide a framework for staff to manage a range of hazards within the workplace and play space. These documents take staff through the key areas of identifying hazards and implementing controls with a focus on improvement and continuous review that highlight quality care. Our service fulfils all relevant Government agencies requirements and aims to not only meet but exceed these staff to determine acceptable activities for children.

Managing Emergencies

Five Dock OOSH is committed to providing a framework for emergency management to help employees deal with incidents or situations that could pose a threat to life, health or property. Our service will ensure the preparation of emergency management response strategies at all times to minimise the risk posed by natural disasters and other emergency situations, and to ensure a rapid response to emergencies when they occur. Effective management of emergency situations is achieved through:

- preparation and planning;
- response; and
- recovery.

FDPS P&C OOSH POLICIES AND PROCEDURES			
TITLE:	WORKPLACE HEALTH AND SAFETY	ID #:	D-22: 15/05/2020
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Rehabilitation and Safe Return to Work

Five Dock OOSH is committed to providing effective occupational rehabilitation, and in supporting staff who have sustained injuries or illness to safely return to suitable employment. This framework looks to minimise the impact of injuries on employees and the workplace, ensure the provision of timely and appropriate intervention at each stage of the rehabilitation process and to implement policy and practice which is consistent with legislation and best practice injury management. Five Dock OOSH promotes the prevention of injury and illness through maintaining a safe and healthy working environment and providing early reporting systems and intervention procedures. For all employees with a pending or accepted workers' compensation claim, Our service will ensure that the safe return to work process commences as soon as possible (consistent with medical advice) after the illness or injury occurs, and will engage necessary expert advice and assistance to ensure the process is consistent with legislative requirements.

Health and Wellbeing

Five Dock OOSH is committed to providing a safe environment free of all foreseeable risks to health and safety that may arise at our service for all children, staff, volunteers, contractors, student and visitors, and will provide and maintain:

- Safe systems of work (such as policies, procedures and instructions).
- A safe work environment, safe plant and equipment and adequate information, instruction and training.
- Adequate facilities for the welfare of employees. Employees also have obligations to contribute to the development and maintenance of a safe and healthy workplace including:
- Taking reasonable care of the health and safety of themselves and others and supporting Five Dock OOSH's efforts to comply with health and safety requirements.
- Not interfering with, or misusing, resources or property that are provided for the health, safety and welfare of other persons.
- Not obstructing attempts to give aid or attempts to prevent a serious risk to the safety of a person, nor wilfully injuring themselves or others.
- Utilising personal protective equipment where they have received the appropriate training or authority to do so.

Electrical Safety

Five Dock OOSH adopts a risk management process to minimise the risk of workplace illness, injury or harm resulting from exposure to electrical hazards. This risk management framework includes, but is not limited to:

- Appropriate recording of all identified electrical hazards and subsequent control measures to reduce or eliminate risk.
- The timely investigation of all electrical incidents and appropriate communication to all stakeholders.
- Ensuring the purchase and provision of electrical equipment is done in accordance with relevant agencies standards.
- Providing information, training and support to all staff, maintenance providers and any other person that may come into contact with electrical hazards in the workplace, either directly or indirectly.

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SECTION:	PROGRAMMING POLICIES	Review Due:	July 2024
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TITLE:	DAILY ROUTINES		

POLICY STATEMENT

At Five Dock OOSH we will provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development.

As the centre is the child's time for play and leisure, this will be reflected in the daily routines.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 168

PROCEDURE

1. A daily routine will be discussed and organised by the staff in consultation with children and families.
2. The routine will reflect the centre's philosophy of care and the service goals.
3. The routine will be structured around regular events of the day such as arrival, departure, school drop off and collection, morning and afternoon tea, and lunch during vacation care time.
4. Spot checks are conducted at 4pm and 5pm in afterschool care to maintain children's safety.
5. Spot checks are conducted periodically during excursions, in conjunction with transportation checklist.
6. The routine will provide a mixture of structured and unstructured activities in both indoor and outdoor environments.
7. The routine will take into consideration all children's needs in relation to their emotional, social, physical, creative and developmental areas.
8. Developing each child's own creative leisure skills will also be a consideration when planning the daily routine.
9. The routine will be adapted to meet the varying and changing needs of the children in relation to before school, after school, vacation care and seasonal conditions.
10. The routine will be recorded and displayed where staff, children and parents can clearly see.
11. The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

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APPLIES TO:	All OOSH Users, Employees, Contractors and Committee	ID #:	E-2: 11/9/2023
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TITLE:	PROGRAMS		

POLICY STATEMENT

At Five Dock OOSH we will develop and implement a balanced program that is stimulating, interesting and exciting which allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. Our centre program will reflect the diversity of our community, and take into consideration risky play

Children and parents are encouraged to be actively involved in the planning and implementation and evaluation of the program.

CONSIDERATIONS

- My Time Our Place
- Education and Care Service National Regulations (2011) 73-76,168

PROCEDURE

1. The Educational Leader and all staff members will be responsible for the development of a child centred program, which reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.
2. Programs will be developed for all aspects of the centre, before school, after school, vacation care and school staff development days.
3. A written program will be prepared and displayed for children and parents to see.
4. Staff will be allocated time each week to fulfil the task of programming as part of their duties.
5. Training in children's programming and activities will constitute part of staff development and be included as an item in the centre's budget each year.
6. Children and parents are encouraged to incorporate their views, ideas and specific interests into the program.
7. Staff will encourage feedback and input from children and parents in relation to the program.
8. Staff will regularly talk to parents concerning their child's interests and activities and respond to parent's suggestions, requirements and expectations.
9. Children will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, group meetings and planning.
10. All children's opinions will be considered.
11. A written program for vacation care indicating excursions and times will be provided for the parents four weeks prior to the vacation care starting.
12. The program will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.
13. Staff will interact with children and where appropriate participate in activities and encourage children to try new activities.
14. The program will be evaluated on an ongoing basis to ensure it is meeting the needs of individual children and the families in the centre.
15. Special group activities for older children may be organised as part of the program according to need. They should be implemented where there are suitable numbers of older children and adequate staffing levels can be maintained.
16. Excursions will also be organised as part of the program.
17. The program is to:
 - Promote the importance of play in the child's life

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- Reflect the cultural and language diversity of the local and wider community.
- Consider all developmental areas.
- Consider the age range of children.
- Consider individual and group interests, needs, skills, talents and abilities.
- Be balanced providing a range of indoor/outdoor activities, quiet/active times and areas, structured/unstructured activities.
- Provide a variety and choice of activities for the children.
- Be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills.
- Provide a variety of toys and equipment available to all children regardless of age or sex.
- Foster children's independence and self-help skills.
- Foster friendships and encourage co-operative and responsible behaviour among children.
- Provide children with opportunities for self-expression and self-direction.
- Provide an environment which will foster the child's self-esteem.
- Help children develop self-discipline skills through positive example and direction.
- Help children to appreciate and care for each other and their surroundings.
- Make the children feel welcomed and valued in the centre.

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TITLE:	GENDER EQUITY		

POLICY STATEMENT

At Five Dock OOSH we will help the children develop their full potential regardless of their gender. All children will be treated in the same manner and provided with the same access to all materials and equipment.

CONSIDERATIONS

- My Time Our Place
- Education and Care National Regulations (2011) 168

PROCEDURE

1. Staff shall accept and value every parent and child regardless of sex or ability.
2. Staff are to be aware of the way in which they treat individual children in regard to language, attitudes, assumption and expectation, and will treat all children in the same manner regardless of sex.
3. Staff are to be aware of the way in which they treat individual parents and each other in regard to language, attitudes, assumption and expectation, and will treat all people in the same manner regardless of gender or lifestyle.
4. The program will present positive experiences for the children, which are not based on sex role stereotypes.
5. All children will be encouraged to try a variety of activities regardless of sex.
6. Resource materials used in the centre will as far as possible be non-stereotyped.
7. Staff will provide a range of equipment, which is non-sexist and meets the needs of the children.
8. Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite sex.
9. Staff will be actively involved in a variety of activities regardless of sex.
10. Every effort will be made to employ staff, relief staff and volunteers from both sexes.

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TITLE:	CULTURAL DIVERSITY AND ANTI BIAS		

POLICY STATEMENT

At Five Dock OOSH we will recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program.

All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

CONSIDERATIONS

- My Time Our Place
- Anti-Discrimination Act 1977.
- Child Protection Act (Prohibited Employment) Act 1998
- Education and care service National Regulations (2011) 168

PROCEDURE

1. Staff shall accept and value every parent and child regardless of race, cultural background religion, sex or ability or sexual preference of parents.
2. Staff will make themselves aware of the specific cultures represented in the families and general community of the centre.
3. No discrimination will be made against any family or child due to their culture, race or sexual preference.
4. Staff will not be judgemental towards the parents and respect any differences in childcare practices (with the exception of child protection concerns).
5. Staff will ensure parents have confidence in the centre's quality of care for their child by seeking information regarding their cultural issues.
6. Staff will encourage feedback and input from parents in relation to the program, policies or other issues in the centre, which are affected by the families' culture or race.
7. Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.
8. All staff will undertake training and sharing of information regarding the various cultures and multicultural programming.
9. Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and to incorporate this into the program.
10. Staff will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.
11. Contact should be made with the SUPS team in the local area for support, assistance and ideas.
12. All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community.

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TITLE:	CULTURAL DIVERSITY AND ANTI BIAS	ID #:	E-4:13/06/2018
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13. Where possible parent information will be translated into other languages.
14. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.
15. Staff shall research and gain ideas regarding appropriate activities to be incorporated in the program.
16. Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.
17. Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the differences in our society.
18. All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.

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TITLE:	EXCURSIONS		

POLICY STATEMENT

Excursions are a valuable experience for children, families and staff of education and care settings. Excursions provide the opportunity to expand and enhance children's experiences, explore different environments and engage in meaningful ways with their communities. Excursions require appropriate planning and risk management to ensure the best experience and enjoyment for all. Our service is committed to providing excursions that are well considered and planned, provide meaningful experiences and ensure the health, safety and wellbeing of children at all times.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011) 99-102,168 (2) (ga) (ii)
- NSW Work health and Safety Act 2011
- Work health and Safety Act Regulations 2011
- My Time Our Place

PROCEDURE

We will:

- Make excursions a part of the program of education and care;
- Plan for excursions with careful consideration of the safety of children and adults;
- Carry out excursions only where full documentation and permissions have been completed and obtained;
- Undertake full risk assessments, consideration of value of educational excursions, and plan for first aid requirements.

Planning and Preparations

- All excursions will be planned in advance to:
- maximise both children's developmental experiences and their safety;
- reflect the age, capacity and interests of the children;
- ensure they are properly supervised and conducted in a safe manner; and
- are conducted with fully informed written parental permission.
- All excursions will be thoroughly researched to ensure:
- supervision is adequate, so children cannot be separated from the group;
- access to hazardous equipment and environments are minimised;
- there is adequate access to food, drink and other facilities (toilets, hand washing etc);
- consideration is given to the mobility and supervision requirements of children with additional needs;
- that adequate sun and shade protection is available.
- Transportation checklist

1. EXCURSIONS

When planning for an excursion staff will:

- Assess the requirements for the excursion;
- Conduct a risk assessment;
- Book transport venues;
- Make alternative arrangements for adverse weather conditions;
- Inform families of the details of the excursion including destination, objectives and outcomes, and what the child should bring;

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TITLE:	EXCURSIONS	ID #:	E-5:11/9/2023
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- Provide parents or legal guardians with an excursion permission form to complete to authorise their child to participate on the excursion;
- Collect completed permission forms for each child attending the excursion;
- Request additional adult participation on the excursion where required;
- Arrange for a suitably equipped first aid kit (including EpiPen) and mobile phone to be taken on the excursion.
- Additional factors need to be considered in the planning of excursions for children with additional needs. Where possible, our service will uphold the right for all children to access all excursions and engage in meaningful ways while on excursions.

2. RISK ASSESSMENT

The Nominated Supervisor will:

- Ensure a risk assessment is conducted prior to any excursion to identify and assess the risk the excursion may pose to the safety, health and wellbeing of any child whilst on the excursion and will specify how the service will manage any risks identified.
- The risk assessment conducted will consider:
 - destination and duration of the excursion;
 - potential water hazards or any hazard associated with water-based activities;
 - transport to and from destination;
 - number of educators, responsible persons, and children involved;
 - Ratios based on excursion type and activities in accordance with Ratios policy
 - proposed activities; and
 - items to be taken on the excursion eg: mobile phone, emergency contact numbers etc.
- If the excursion is a regular occurrence a risk assessment will only be carried out once, provided the circumstances around the excursion have not changed in any way since the initial risk assessment was conducted.

The Nominated Supervisor will also:

Appoint a Certified Supervisor to be in charge of the excursion.

3. AUTHORISATION FOR EXCURSIONS

The Nominated Supervisor will ensure that:

- For all excursions parents or legal guardians will be given an excursion permission form with full details of the excursion including:
 - date, description, duration and destination of proposed excursion;
 - method of transport to be used;
 - reason for the excursion, and proposed activities to be conducted on the excursion;
 - the anticipated adult: child ratio – outlining number of educators and staff and other adults attending;
 - a statement that a risk assessment has been prepared and is available at the service for parents to view.
- If the excursion is a regular outing, authorisation is required once in a 12-month period. All parents or legal guardians will be asked to sign permission forms for regular excursions on enrolment and at the beginning of each subsequent year.
- No child will be taken on an excursion unless written permission from parents or legal guardian has been received.

4. FAMILIES AND VOLUNTEERS

- Families will be encouraged to participate in excursions to assist in maintaining suitable child/staff ratios. If the parent needs to bring their child's sibling because they cannot find suitable care, the siblings must be included in ratios.

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- If additional adults are required volunteers will be invited. Volunteers will be mature, responsible people who are aware of the hazards and responsibilities of taking a group of children out the service.
- Family members/volunteers will not to be left in sole charge of children and must be supervised by an educator at all times.
- All volunteers/family members' details will be entered into the appropriate staff record for that day.

5. TRANSPORT AND TRAFFIC

- Safety of children will be considered in the choice of route and mode of transport. Our service will follow all applicable NSW road rules as well as the Kids and Traffic best practice recommendations for transporting young children safely in buses. Every reasonable precaution will be taken to protect children from harm and any hazard likely to cause injury.
- Educators will ensure children obey road rules and cross roads at a crossing or lights where available. Educators will remain vigilant to ensure no child runs ahead or lags behind the group.

6. SUPERVISION

- Supervision on excursions will ensure the safety and wellbeing of all children for the duration of the excursion, considering ratios and all risks and hazards likely to be encountered.
- The venue will be assessed as safe for all children and adults on the excursion and will be easily supervised and accessible.

7. WATER HAZARDS

- No excursions will be conducted to a swimming pool or other water related activity without full risk assessment conducted prior. Where there are significant water hazards (such as rivers, lakes or beaches), risk management strategies will be identified and implemented.

8. CONDUCTING THE EXCURSION

- All educators, volunteers and children attending will be informed of excursion timetable/itinerary, special requirements, safety procedures, grouping of children and responsibilities.
- A list of children on the excursion will be left at the service and a copy carried by the delegated Certified Supervisor.
- Before leaving on any excursions, a notice will be provided to families to be authorised that includes:
 - itinerary and timetable;
 - mode of transport,
 - first aider, and
 - mobile contact phone number.

Items to be taken on excursions include:

- a suitable stocked first-aid kit including EpiPen;
- an OOSH mobile phone;
- children's emergency contact numbers;
- children's medication, if required; and
- other items as required e.g. sunscreen, drinking cups, jackets etc.
- If a child is lost on an excursion, we will always leave a staff member behind to look, while the other group leaders escort the children back.

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TITLE:	WATER SAFETY		

POLICY STATEMENT

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

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010: 168
- Education and Care Services National Regulations (2011) 78 ,99-102,168 (2) (ii)
- Pool and Water Safety - www.kidsafe.com.au
- Water use, and restrictions see - www.sydneywater.com.au

PROCEDURE

Children's safety and wellbeing will:

1. be protected in and around water through supervision and prevention; and
2. be promoted through the availability of clean, hygienic water for play and for drinking.

1. STRATEGIES

The Nominated Supervisor will:

- a. Provide guidance and education to educators, staff and families on the importance of children's safety in and around water.
- b. Ensure work, health and safety practices incorporate approaches to safe storage of water and play.

Educators and staff will:

- c. Ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times and containers or troughs will be emptied onto garden areas after use. Children will be discouraged from drinking from these water activities.
- d. Teach children about staying safe in and around water.
- e. Empty buckets used for cleaning immediately after use. No buckets are left in play areas or accessible to children.
- f. Provide clean drinking water at all times. This water will be supervised to ensure that it is safe and hygienic for consuming. Water containers will be securely sealed. At the end of each day, the water container will be emptied and cleaned thoroughly.

2. OPERATIONAL SAFETY

- a. Grey water systems or water tanks will be labelled with "do not drink" signage and the children will be supervised in this area to make sure they are not accessing this water for drinking. Educators will discuss with the children that this water is for the purpose of play and not for consumption.
- b. Hot water accessible to children will be maintained at the temperature of 43.5oC. Thermostatic valves to be tested and serviced annually by a plumber.
- c. A risk assessment will be conducted prior to any excursion taking place. Particular attention will be focused upon water safety where the excursion is near a body of water.
- d. Adults may carry and consume hot drinks only in a thermal cup or mug with a screw lid that prevents spilling.
- e. Water for pets at the setting must be changed regularly and only be accessible to children when adults are present.

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TITLE:	FILMS, INTERNET USE, ELECTRICAL EQUIPMENT AND PHOTOS		

POLICY STATEMENT

Films, Internet use and photos can be used as part of the programming of activities after thoughtful consideration relating to the content and message of the films, internet and images. Staff will ensure all films and Internet sites are suitable for the children's ages and those that are inappropriate will be made unavailable for children to access.

CONSIDERATIONS

- Film ratings from Australian Broadcasting Authority.
- Voluntary Code of Practice Section 12 (Videos and Films)
- Department of Education and Training Internet Guidelines and Internet Operating Policy
- Education and Care Services National Regulations (2011) 168

PROCEDURE

1. TV and Films will only be viewed that have a G or PG rating.
2. TV and Films may be used and when used should be planned as part of a balanced program of activities. They could highlight a particular activity or interest in the program. They should not be a daily activity in the centre.
3. Films may be planned as part of the program during vacation care and advertised in the program to the parents, but again is not to be used as a daily activity.
4. Parents should be notified that G and PG rated Films may be shown and permission sought on the enrolment form.
5. Staff should preview the film where a PG rating is applied.
6. Parents should sign a consent form when taking children to see a film at the cinema.
7. Parents should be notified of any Film being screened at the centre. The title of the film should be included on the form.
8. Information regarding the film should be given:
 - Title.
 - Rating.
 - General description of the content.
9. Children should continue to be provided with other activities during the showing of a Film and be properly supervised, even if the majority of the children are attending the viewing.

INTERNET USE

OOSH abides by *Department of Education and Training Internet Guidelines and Internet Operating Policy* however we do have some exemptions, such as the permitted use of age-appropriate gaming sites. We also monitor website activity, which we do on a regular basis to ensure appropriate internet behaviour. The computers/ iPads are in view of staff at all times and we protect children from inappropriate sites via using the parental control blocking system.

If students come across sites that are not appropriate, they are required to inform a staff member to have the site blocked for their own safety. The consequence of entering a site that is not age appropriate is that the computers will be banned and upon return, they will only be able to access education department web sites.

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Bullying on the internet will not be tolerated and parents will be notified of any problems via a documented report. A two-week suspension from use of the computers will apply.

Additionally, the downloading by children of files via the Internet (e.g., software, data, music, pictures, video etc.) whether intentionally or unintentionally is not acceptable at any time.

CONDITIONS OF USE PERSONAL HANDHELD DEVICES

- Not allowed during Term time
- Vacation Care use is allowed; however, all devices will be checked for age-appropriate games by an educator. (Anything deemed not age appropriate will result in suspended of the device during vacation care)
- It is the parents/guardian's responsibility to make sure age-appropriate games are downloaded and stored on their child's device.
- Smart watches are not to be used by children whilst at the service. Parents/Guardians are asked to contact their child/ren via the Centre's landline.

USE OF PHOTOGRAPHS

- We ask all parents to complete a permission note with their child's enrolment form to approve the use of their child's photo within our service and on the School's and P&C Association Website.
- Only Christian names of children will be published.

(Example of Permission for use of Photographs that is in Enrolment Form)

Tick one box only:

- ☐ My child's photograph **may be published** within articles on the school's and Five Dock P & C websites on the Internet, Five Dock OOSH Facebook page, also Five Dock OOSH Newsletters and around the Centre. (Only Christian names will be published).
- ☐ I would prefer that my child's photograph **not be published on the Internet.**

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TITLE:	SOCIAL MEDIA AND MOBILE PHONES		

POLICY STATEMENT

Social media sites can provide information to potential clients on what our organisation offers.

Our social media website page on Facebook is maintained by the education and care service, this can support families to make informed decisions about education and care and find out more about if a particular education and care service will suit their requirements. Families are also able to gain contact information or request further information through emails. Social media may be utilised to support enrolled families to communicate and share information.

Mobile phone use is based on the principles of mutual responsibility and respect of all parties involved in the use of mobile phones. It requires accountability on the part of the user for his or her actions. It is designed to assist in managing the safe and responsible use of mobile phones by students and involves parents as partners in assisting their children in the proper use of mobile/smart phones. It is underpinned by an overall requirement for students to exercise care and use their mobile/smart phones in a considerate manner and to be aware of situations in which others could be affected by their actions.

CONSIDERATIONS

- Privacy Act 1988 - www.privacy.gov.au/law/act
- Privacy Amendment Private Sector Act 2000
- National Privacy Principles - www.privacy.gov.au/materials/types/infosheets/view/6583
- Privacy and Personal Information Protection Act 1998
- Early Childhood Australia - Code of Ethics
- Children (Education and Care Services National Law Application) Act 2010
- Children and Young Persons (Care and Protection) Act 1998
- Education and Care Services National Regulations (2011) 168, 177,183
- Community Child Care Co-operative (NSW)

PROCEDURES

1. UNACCEPTABLE USE OF SOCIAL MEDIA

Unacceptable social media behaviour refers to anything on social media that:

- Has the potential to bring the service or the school age care sector into disrepute.
- Discloses or discusses the service's confidential information.
- Could be viewed as derogatory towards, or disparaging of staff, families, management, visitors, children or support agencies.

Educators will:

- Consider the content and message of movies, television programs, electronic games and other devices and discuss these with children when deciding what is acceptable for them to engage with.
- Not access a social networking site during working hours at the service via mobile/smart phone or any other device (this excludes the OOSH Facebook page/OOSH staff page being managed during work hours by Management/Leadership team only)

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TITLE:	SOCIAL MEDIA AND MOBILE PHONES	ID #:	E-8:11/9/2023
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- Not use a personal camera or mobile phone to take photographs or video at the service or during excursions. The service mobile phone is used to capture observed moments to be used in service documentation and then deleted from this device.
- Not post photographs or video taken at the service or on an excursion on a social networking site with recognisable faces and names.
- Senior staff are responsible for updating the service's website/page must not post names or recognisable photographs of children, visitors, or family members on the website without written permission. Staff will also not post details on any social media regarding excursions or upcoming social outings in advance of the event.
- Ensure that only G and PG ratings are used in the service or on excursions.
- Not be responsible for children's lost games or other equipment.
- Mobile phones are not permitted on the floor at the service, other than senior educators i.e., Director/Assistants

Families and Visitors:

- May not use a personal camera or mobile phone to take photographs at the service or during excursions unless they are only taking images of their own child.
- Must not post information about the service, staff, management, families, or any matters relating to the service on a social networking site.
- Ensure that any games brought to the service by their children are rated G or PG only.
- Must not use social media to harass or bully others.

Children:

- May not access a social networking site.
- May only use electronic media at the times specified by staff. DS games etc. must be G or PG rated only.
- Must leave mobile phones switched off either in school bags or in the office at all times unless specific permission to use the mobile phone has been granted by the educators.
- Smart phones are not to be used for contacting parents/children at any time whilst at the service.
- Children must take responsibility for any electronic devices they bring from home.
- Must not use social media to harass or bully others.

2. THEFT OR DAMAGE

- Students should mark their mobile phone clearly with their names.
- Students who bring a mobile phone to OOSH should leave it in their bag or **preferably** hand it to staff to be locked in the office cupboard.
- OOSH accepts no responsibility for replacing lost, stolen, or damaged mobile phones.
- OOSH accepts no responsibility for students who lose or have their mobile phones stolen while travelling to and from OOSH.
- It is strongly advised that students use passwords/pin numbers to ensure that unauthorised phone calls cannot be made on their phones (e.g., by other students, or if stolen). Students must keep their password/pin numbers confidential. Mobile phones and/or passwords may not be shared.
- Lost and stolen mobile phones in Australia can be blocked across all networks making them virtually worthless because they cannot be used.

3. COMPLIANCE

- Any breaches of this policy will result in an inquiry, which may lead to termination of employment in the case of educators or termination of child's placement at the service in case of breaches by families or children.
- Serious breached may also result in legal action being taken by the service.

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TITLE:	ENVIRONMENTAL SUSTAINABILITY		

POLICY STATEMENT

At Five Dock will are committed to promoting respect for, and an appreciation of, the natural environment among all staff and children in our care. Through our programs we will aim to grow children's capacity to understand and respect the natural environment, and the interdependence between people, plants, animals and the land. We will implement sustainable practices into our daily operations and promote positive attitudes and values in line with sustainable practices.

CONSIDERATIONS

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations (2011)
- Australian Children's Education and care Quality Authority National Quality Framework Standards:
- Standard 3.2 Use
The service environment is inclusive, promotes competence and supports exploration and play-based learning.
- Element 3.2.3 Environmentally responsible - The service cares for the environment and supports children to become environmentally responsible.
- Environment Protection & Biodiversity Conservation Act 1999
- Plastics and Circular Economy Act 2021

PROCEDURES

The Children's Services Director/Nominated Supervisors will:

- Collaborate with educators, staff, parents/guardians, children, and others at the service to identify environmental sustainability strategies for implementation.
- Ensure all staff are aware of their responsibilities under this Environmental Sustainability Policy
- Ensure the identified environmental sustainability strategies are implemented at the service.
- Ensure environmental education and practices are incorporated into the Educational Program
- Provide families with information about environmentally sustainable practices e.g., through displays, fact sheets and local community resources, and by ensuring that they have access to the Environmental Sustainability Policy
- Keep up to date with current research, resources and best practice through newsletters, communications, and support agencies.
- Aim to purchase equipment that is eco-friendly and or Biodegradable where possible, reduce the use of disinfectants and cleaning chemicals and to have clean, green, and environmentally healthy practices regarding cleaning and pest management.

Responsible Persons, 2IC, Educators and other staff and students will:

- Make "reduce, re-use and recycle" approach to resource use a part of everyday practice for both children and educators and role model sustainable practices, such as energy and water conservation, recycling, reducing the amount of plastic and disposable equipment used and selecting natural materials.
- Incorporate environmental education and practices within play-based curriculum.

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TITLE:	ENVIRONMENTAL SUSTAINABILITY	ID #:	E-9:11/9/2023
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- Involve children wherever possible in the development and implementation of sustainability strategies and consider children's prior knowledge as a valid and worthwhile contribution.
- Discuss sustainable practices with the children and families & local community as part of the curriculum.
- Provide information to families on sustainable practices that are implemented at the service and encourage the application of these practices in the home environment.
- Share ideas between educators, children and families about sustainable ideas, implementation and resources.
- Use a worm farm to reduce food waste in the service. Children will be encouraged to help maintain the worm farm.

Sustainable Practice	Ideas
Recycling	<ul style="list-style-type: none"> - Recycling paper and rubbish - Using recycled water
Gardening	<ul style="list-style-type: none"> - Planting vegetables, herbs and fruits - Establishing a Worm Farm - Give food scraps to worms - Educating children and have them participate in 'garden to plate' activities. Educating children about seed sprouting, weeding, vegetable gardens, cooking etc.
Energy Conservation	<ul style="list-style-type: none"> - Turn off lights and power switches when not in use
Water Conservation	<ul style="list-style-type: none"> - Turning off the water when not in use - Self stopping taps - Discussing water consumption i.e., Encouraging shorter showers - Reusable water bottles are encouraged
Natural Resources & Recycled Equipment	<ul style="list-style-type: none"> - Reusing natural materials – trees, leaves, tyres, branches, boxes, etc. - Educating children in the natural decomposition cycle through exposure and participation in compost worm farm.