

POLICY STATEMENT ON ACCESS TO THE SERVICE

Access for families and children to the Cobbler Creek OSHC Service will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected. Other members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and staff or the provision of training and experience to people in the children's services field.

Enrolments will be subject to Commonwealth Government Priority of Access Guidelines (in Outside School Hours Care Handbook, DH&FS, 1998). Golden Grove Primary School Students have priority access to the Service.

Only students who are currently enrolled at Golden Grove Primary School and Pedare Christian College Junior Campus are eligible to attend Cobbler Creek OSHC and Vacation Care.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

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

Enrolments

- * Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. An enrolment form must be completed by each family for each child. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language. On enrolment, parents will be given a 'Parent/Guardian Cobbler Creek OSHC & VC Information Book', advised about access to service policies and asked to complete the Enrolment Form.
- * If a place is not immediately available at the service, the child may be put on a waiting list. Details about priority of access eligibility, and care requirements will be required. Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the Director and enrolment may proceed.
- * Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the Director, service staff, Management Committee members, parents and Commonwealth department Officers. It is the responsibility of a parent to notify the Director of any changes to family circumstances.
- * The children of committee members/operators and staff may access the service only under the Commonwealth 'Priority of Access Guidelines'.
- * Committee members' children can be cared for by the service with no fee payable if the committee member is engaged on committee business, for the duration of that business only. Placement is to be organised through the Director. Otherwise staff and committee members must pay the standard fee if their children attend the service.

- * Suspension or exclusion of children from the service will occur only after all other avenues of communication and support have been exhausted and when:
 - professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care, or
 - a child puts one or more children at risk through inappropriate/dangerous behaviour (see Behaviour Management policy)
 - (see also Health policy for policies relating to infectious disease and immunisation)
 - (see also Fees policy, which outlines procedures when fees are not paid).

Immunisation

- * The service will adhere to Department of Health and Family Services policies on access to Childcare Assistance in relation to immunisation.

Children referred from school

- * Children not collected from school by 3:45pm will be taken to the OSHC service. The custodial parent will be liable for any fees incurred. If the child has not been enrolled at the service their relevant health and contact details will be made available to the OSHC service by the school. It is recommended that all children enrolled at the school are also enrolled at the OSHC service.

Authorisation for collecting children

- * The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.
- * If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child.
- * If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the Director will contact the custodial parent/guardian to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent/guardian's authorisation has been obtained. If that authorised person is not known to the service, the custodial parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

Late collection

- * Parents who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement, if other than an authorised person on the enrolment form. This advice should be in writing if at all possible (see also Fees policy).
- * If the parent has not contacted the service and the child has not been collected 5 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection (see Fees policy).
- * If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time, Crisis Care will be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

Family contact

- * Staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship: Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.
- * Parents will have access to the Director at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, or by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.
- * Parents may visit the service at any reasonable time while their child is in care.
- * Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:
 - Parent responsibility remains with both parents jointly and individually except where it is altered by a Parent Order. In the absence of a Parent Order the child will be released to either parent.
 - A Parent Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
 - Where a non-enrolling parent cites a Parent Order giving himself or herself lawful access to the child, the Parent Order needs to be produced for inspection by the Director. The enrolling parent will be telephoned, to both check the existence of the Parent Order and to be informed about the situation.

- * The child will only be released into the care of the parent with Parental Responsibility.
- * In the case of a parent arriving at the service in a visibly intoxicated or otherwise unfit state to drive, to collect a child, the person will be encouraged to contact another adult to drive them and the child home or the service will offer to call a taxi. If the unfit person insists on taking the child, the police may be informed.
- * Where human life is at risk, despite staff efforts, the police will be immediately informed.

Volunteers, students and visitors

- * Volunteers may be accepted for work experience where there is evidence of a genuine interest in the work. Potential volunteers will be interviewed by the Director or Management Committee representative to determine their suitability. All volunteers will be given clear guidelines in relation to their responsibilities and code of conduct while at the service. (see departmental AIGs; 1-99 Legal Liability and Management of Volunteers; 1-119 Self Insurance, Insurance and Risk Management-Voluntary Workers; 5-16 Volunteers and the Excursions Policy.)
- * The service will offer student placements to:
 - high school students who wish to gain work experience as part of their school program, if the school has initiated the placement and the students are studying early childhood, family or community studies.
 - students attending child care, teacher, recreation, community or early childhood training with a registered training organisation.
- * All placements will be negotiated through the Director/Management Committee. Students will be provided with clear guidelines in relation to their responsibilities and conduct while at the service
- * Volunteers and students are supplementary to staff requirements and will not be used to replace absent staff unless they are on the service's payroll as relief staff.
- * Visitors may be invited into the service as part of the children's program. They could include: local people with a skill, art or experience from which the children will gain experience or enjoyment; members of the Fire Brigade, Police Department, or a medical or nursing profession.
- * All other visitors to the service must make an appointment with the Director.
- * Any unwelcome visitor/person will be calmly asked to leave the service. Refusal to leave will necessitate the Director calling the police for their removal. Staff will not at any time try to physically remove an unwelcome person.
- * Professional access to the service will be at the discretion of the Director or Committee. If it involves the children, the parent's written consent will be required. The only exception to this would be for children at risk (see Mandatory Reporting policy, page 1.41).
- * Professionals or officials who may require access include:

- union representatives; who have the right to access workplaces for the purposes of investigating whether industrial awards or agreements are being complied with. Such rights are usually found in the award or industrial agreement that applies to that workplace
- Family and Community Services Officers-Children's Protection Act 1993 (SA) Section 19
- police officers - with warrant
- OHS & W inspectors - Occupational Health Safety and Welfare Act 1986 (SA) section 38
- officers of the Department of Education, Training and Employment (DETE)- Licensing and Standards Unit under the Children's Services Act 1985 (SA) Section 29
- Department of Education, Employment and Training (DETE) project officers and district coordinators
- officers of the Department of Health and Family Services or Centrelink- to inspect service records for Childcare Assistance and Childcare Cash Rebate accountability requirements under the Childcare Payments Bill 1997 (Commonwealth).

Hours of operation

- * Before school care
 - The service is open from 7:15 am to 8:45 am, Monday to Friday except school holidays and public holidays.
- * After school care
 - The service is open from 3:00 pm to 6:00 pm. Monday to Friday except school holidays and Public Holidays.
- * Vacation care
 - The service is open from 7:15 am to 6:00 pm. Monday to Friday except public holidays.
- * School pupil-free days
 - The service will be open from 7:15 am to 6:00 pm.

Version History

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	6

POLICY STATEMENT ON ADVISORY COMMITTEE

The Cobbler Creek OSHC Service will provide a quality Out of School Hours Care service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents, and staff in the operation of the service. The operator of the Cobbler Creek OSHC Service is the Golden Grove Primary School Governing Council and this body will ensure that decisions are made in the proper way (in accordance with its constitution) and in the best interests of the service. The Advisory Committee will make recommendations to the Governing Council and the Finance Committee in relation to the budget and operations of the service.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

The Operator, as defined by the Department of Health and Family Services, is the body which has signed an agreement with the Department of Health and Family Services to provide an Out of School Hours Care service.

The Operator of most OSHC services in South Australia is a school council, and usually the OSHC Advisory Committee is a subcommittee of the school council.

- * The Governing Council will ensure that the service is managed in accordance with Department of Education and Children's Services and Department of Health and Family Services requirements. Committee members will know the requirements regarding:
 - broad organisational goals (objectives)
 - funding and operational agreements, membership, standards, management structure, meetings, auditing, common seal, and dissolution.
 - the formal roles of the chairperson, secretary and treasurer.
- * The Governing Council and the Advisory Committee will ensure that all relevant guidelines, acts and regulations are adhered to in the management of the service (for example, funding guidelines, associations rules/constitution, departmental OSHC Standards, departmental AIGs, relevant industrial awards etc.).
- * The Governing Council is responsible to the Department of Education and Children's Services for ensuring that the service meets all department requirements and to the Department of Health and Family Services for meeting its requirements (see departmental Standards for OSHC; Outside School Hours Care Handbook DH&FS 1998).
- * Much of the work of the Governing Council will be achieved through the OSHC Advisory Committee. Membership of the committee will be open to all parents using the service. Parents will be actively encouraged to participate. The Advisory Committee will make recommendations to the Governing Council for its endorsement (ratification), and shall not make decisions or act on behalf of the service without Governing Council approval.
- * The Advisory Committee will consist of equal representation from both Golden Grove Primary School and Pedare Christian College, with no more than 1

leadership representative and **3** parent representatives from each school. A quorum will be established when there is at least half of the committee members present and there is at least **1** representative from either school.

- * Decisions about the day to day management of the service will be made at committee meetings and ratified by the Operator. The best interests of the families and service will always take priority in determining decisions.
- * A member of the Governing Council will represent the Governing Council on the OSHC Advisory Committee.
- * OSHC Advisory Committee members will be elected in accordance with government organisational guidelines and requirements and the Governing Council's requirements. Where possible, it is desirable that at least half the outgoing committee will be re-elected, to ensure continuity of management.
- * All new members of committees with responsibilities for operating or managing the OSHC service will be oriented into their roles and responsibilities. Continuing committee members will provide new members with support and encouragement.
- * Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities for input into the management of the service.
- * The committee will ensure the service's philosophy statement reflects the needs and values of its clients by evaluating the statement annually. The committee will also ensure the operation of the service is always consistent with the philosophy statement.
- * Policies and procedures will be strictly followed by the committee. They will be regularly reviewed to ensure they meet current needs.
- * A Governing Council or Advisory Committee member who discovers a possibility of a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussion or decision-making in relation to that issue.
- * A process of appeal will be included in parent, staff and committee handbooks, should anyone wish to question a decision of the committee (see also Grievance Procedures policy).
- * Responsibility for the day-to-day operation of the service is delegated to the Director. Any matters that the Director is not confident about resolving, or determines to be significant, will be brought to the attention of the Governing Council or Advisory Committee for discussion and resolution as soon as possible. Where urgent decisions need to be made, an executive decision may be made by phoning at least a quorum of members of the committee (including at least one executive member).
- * The Director and Assistant Director will be a member of the Advisory Committee. At committee meetings the Director/Assistant Director will present a written progress report, including any concerns or any different aspects of care and will provide information to assist the committee to make its decisions.
- * Communication between the Governing Council, the Advisory Committee and staff in relation to their work or the operation of the service will be through the

Director. Committee members will have direct contact with other staff members only while at the service:

- as a parent in relation to their child's participation at the service
- at social functions
- while accompanied by the Director.

- * The Governing Council and Advisory Committee members will request access to the service's resources, records etc. only when necessary to fulfil their management responsibilities. All requests for access will be made to the Director, who will determine a mutually convenient time. The service policy on 'Confidentiality' will be strictly observed. Confidentiality will be maintained at all levels by all people.
- * Professionals may be invited to attend committee meetings to discuss particular issues, or may be given short-term membership for a particular period.
- * Committee members will be asked to identify any areas where they need training or resources to enhance their skills and participation in committee tasks. The committee may make an annual allowance in the service's budget for committee training.
- * All members should be aware of the grievance policy and, should conflict arise, the grievance procedure should be set in place and all steps adhered to.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3

POLICY STATEMENT ON ANTI BIAS AND PREJUDICE

At Cobbler Creek OSHC staff will endeavour to treat all children, families and colleagues equally, regardless of gender, race, religion, culture, ability or family structure. The service will provide quality care and ensure that it operates without prejudicial or bias behaviours towards staff, families and the children. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

HOW THE POLICY WILL BE IMPLEMENTED

Our objective is to develop educational programs and environments which celebrate and encompass difference.

- Staff and management will foster the concept of a multicultural and anti bias environment.
- The Centre will accept and value every staff member, parent, child and family member regardless of race, cultural background and religion, gender, ability, sexual preference, the wider community or those with special needs.
- Staff will actively encourage all children to show empathy and self-confidence, irrespective of differences.
- Staff and children will be encouraged to develop an interest and respect for different cultural backgrounds through cultural related guests and media including books, videos and displays.
- All materials and activities provided will be inclusive regarding gender, race, religion, ability and family structure.
- Parental expertise will be utilised with regard to the culture, religion, background, work and education that is shared within the home environment.
- Staff will ensure that their language and daily practices are inclusive and non-discriminatory.
- The Centre will encourage children to explore other languages.
- Staff will provide inclusive models when discussing family structure.
- All staff will have the opportunity to develop their understanding of areas they may not fully understand through training and development.
- The Centre will consult with community groups and relevant agencies to develop equitable and culturally relevant programs to support staff in promoting an inclusive environment for all children.
- The centre will aim at providing food experiences which accurately represent the cultural diversity of Australian Society, ensuring all meals offered are nutritionally balanced and culturally accepted.

- Staff will make themselves aware of the specific cultures represented in their families and general community of the centre and celebrate their diversity.
- Staff will not be judgmental towards the parents and respect any differences in childcare practices (with the exception of childcare protection concerns).
- Staff will ensure parents have confidence in the Centre's quality of care for their child by seeking information regarding cultural issues.
- Staff will encourage feedback and input from families in relation to the program, policies or other issues in the Centre, which are affected by the family's culture or race.
- Staff are encouraged to share knowledge of their own cultures with other staff, families and children and to incorporate this into the program.
- Staff will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.
- Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.
- All activities in the centre will be checked to ensure that positive and non-discrimination images of particular cultures or lifestyles are displayed.

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POLICY STATEMENT ON CONFIDENTIALITY

Cobbler Creek OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

HOW POLICY WILL BE IMPLEMENTED

1. Every employee, *Advisory* Committee member and member of the operating body is provided with clear written guidelines detailing:
 - 1.1 What information is to be kept confidential
 - 1.2 What confidential information they may have in order to fulfil their responsibilities and how this information may be accessed.
 - 1.3 Who has a legal right to know particular information
2. Confidential conversations that staff have with parents, or the Director has with staff members, will be conducted quietly away from others.
3. Personal forms and information must be stored securely (e.g. in a locked filing cabinet in the OSHC/school office).
4. Information about staff members will be accessed only by the Director, the individual staff member concerned or an authorised member of the *Advisory* Committee.
5. All matters discussed at committee meetings must be treated as confidential until those matter are recorded in accepted minutes.
6. No member of staff may give information on matters relating to children to anyone other than the custodial parent/joint guardian or guardian when that information has been obtained in the course of employment at the service. However, staff must give such information to a court of law if subpoenaed to do so. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service and may be given to the *Advisory* Committee, when it is needed for the proper operation of the service and the wellbeing of users and staff.
7. Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone, either within or outside the service.
8. Students/people on work experience/volunteers will not discuss staff/children or families at the service outside the service, nor will they use family names *outside the service* in oral, recorded or tutorial information.
9. The following records for each child are confidential and must be kept in a secure and accessible place:
 - 9.1 Personal details (name, address, date of birth)
 - 9.2 Relevant medical details (if any)
 - 9.3 Relevant custody, parenting order or court order details (if any)
 - 9.4 Details of people authorised to collect children from the program
 - 9.5 Permission for child to leave the service unaccompanied (if applicable)

- 9.6 Forms for signing in and out of children at the beginning and or end of programs
- 9.7 Name, home and work address and phone numbers of parents/approved persons
- 9.8 Name, address and phone numbers of people who may be contacted in an emergency
- 9.9 Name, address and phone number of the child's doctor
- 9.10 Authorisation to seek emergency medical, hospital, and ambulance services (or the chosen alternative of the parents/approved person)
- 9.11 Any special needs or considerations relating to the child's medical needs/excursion needs
- 9.12 Authorisations to administer medication, and details of medication administered
- 9.13 Written authorisations to take children outside the service (e.g. excursions).

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POLICY STATEMENT ON EQUAL OPPORTUNITY

The Cobbler Creek OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Out of School Hours Care will be made available to the community in accordance with the Commonwealth 'Priority of Access Guidelines'.

The service will actively promote the access and participation of marginalised groups (e.g. those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), both as employees and as users of the service.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * The Service will keep up-to-date information regarding Equal Opportunity legislation, multicultural policies and gender equity policies, which will be made available to staff, parents and management committee members.
- * Parents and staff will be given clear instructions about the Commonwealth 'Priority of Access Guidelines' (see 'Access to the Service' policy).
- * Equal Opportunity principles are an integral part of the Service's daily programs and routines. Children will be given positive experiences which encourage equal opportunity. Programs will be culturally inclusive and will actively include opportunities for the children to experience and value diversity of culture, gender roles, ability/disability and/or impairment.
- * The planning and delivery of the service will reflect the cultural and linguistic diversity of the local and wider community.
- * Staff will respect individual children and their families and treat them accordingly. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations in the activities they provide and promote active participation of all children.
- * Children who have a disability will not be discriminated against and will have access to the Service where:
 - a place exists
 - they meet the required priority of access guidelines
 - the child can be cared for within existing or available resources.
- * All staff will be selected and employed according to equal opportunity guidelines. Applicants with a disability who apply for advertised positions will be assessed according to the selection criteria and will not be discriminated against because of their disability.
- * Where the community the service serves comprises a substantial number of children of a particular ethnic group, management will actively seek support and include a suitable worker from that group at the service.
- * Grievance procedures for the service will be developed and made available to staff (see Management and Staffing Policies). At the beginning of their

employment, during orientation, the Director will provide relevant information to staff about the procedures to be followed in the event of harassment or discrimination in the workplace.

- * Grievance procedures for the service will be developed and made available to parents. During enrolment the Director will provide relevant information to parents concerning procedures to be followed in the event of harassment or discrimination.
- * No child, parent, staff member or potential staff member will be excluded from the Service due to living with HIV/AIDS.
- * Information about a child, parent or staff member living with HIV/AIDS will be kept confidential at all times.
- * Staff will follow appropriate hygiene procedures to eliminate any risk of HIV/AIDS transmission in the Service (see 'Health' policy for further information).

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POLICY STATEMENT ON EQUIPMENT

All equipment and toys purchased for Cobbler Creek OSHC will meet Australian Standards and be appropriate to the developmental stages, interests and culture of the children in care. All staff members will ensure that all equipment and toys are kept in a safe, clean and hygienic condition and in good repair at all times, and stored in a safe manner.

HOW POLICY WILL BE IMPLEMENTED

1. In consultation with the Director, the *Advisory Committee* will determine which equipment, materials and toys are most appropriate, taking into account durability, easy maintenance, cost, and benefit to the children's program.
2. The Director will be responsible for the purchase of all new items of equipment.
3. All new equipment will be checked to ensure it complies with relevant Australian Standards.
4. The Director will advise the *Advisory Committee* about the need to purchase new equipment and gain their approval for purchases over \$500.
5. If large/expensive items of equipment (over \$1000) are requested, approval from the Golden Grove Finance Committee is needed to determine if such purchase is within the service's budget limitations.
6. Staff input on compiling a prioritised list of items of equipment to be purchased will be sought regularly.
7. Toys should be appropriate to the service's aim of providing a safe and caring environment.
8. Equipment will be checked regularly by the staff to ensure it is clean and safe.
9. Equipment that should be used only under supervision will be clearly identified and stored in a safe place.
10. The service's assets register will include equipment and toys used as part of the children's program.
11. Children will be *encouraged* to appropriately use and care for toys, games and equipment.
12. Children will be encouraged to *gain* independence. Children's individual skill levels will be considered by staff when planning and supervising activities, especially those which involve using sharp or electrical equipment.

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POLICY STATEMENT ON EXCURSIONS

Excursions are an integral part of the children's program at Cobbler Creek Vacation Care and will be arranged to provide a broad range of experiences for children. Parental permission will be sought for all excursions, which will be organised to comply with DECS OSHC Standards.

HOW POLICY WILL BE IMPLEMENTED

1. No child is to be taken outside the service (including an excursion away from the service that involves the use of transport or crossing a main road) without the parent's written authorisation regarding the date, proposed destination, method of transport, activities and the number of staff to accompany and supervise the children.
2. Children may be taken on walking excursions within the community when parents have signed the authority contained in the Enrolment Form.
3. The staffing ratio of one paid staff member to every 8 children (1:8) or part thereof will be maintained on all excursions. An exception to this is if the excursion involves swimming. In this instance, the ratio will be 1 paid staff member to every five children (1:5) or part thereof. Additionally, at least one of the adults in charge of children swimming will have a senior first-aid certificate and a current basic rescue certificate and resuscitation certificate or its equivalent.
4. On outings from *Cobbler Creek OSHC*, children will at all times be in the charge of a responsible adult staff member. The Director will appoint a person in charge for each outing.
5. A private vehicle may be used to carry children on excursions, *only* in emergency situations and only if:
 - 5.1 it is equipped with seat belts
 - 5.2 it is registered and there is reason to believe that it is in safe mechanical condition
 - 5.3 it has full comprehensive insurance
 - 5.4 the driver has a full or provisional license and there is reason to believe that they are safe and responsible behind the wheel. 'L' plate drivers must not transport children.
6. Before the journey begins a person in charge must ensure that:
 - 6.1 no child occupies a seat that is not fitted with a seat belt
 - 6.2 every child has their seat belt on and secured
 - 6.3 the vehicle is not overloaded as this could impede the driver and also contravene registration insurance entitlements should there be an accident.
7. When excursions are planned, staff will take possible changes in weather and temperature into account. They will ensure there are sufficient shaded areas for all the children to protect them from the sun, and undercover areas or enclosed areas to protect them from rain and cold weather.

8. All excursions will be publicised to all parents with full details of destination, costs, times of departure and return, staff attending, snack and lunch arrangements, contact details (the Cobbler Creek OSHC mobile phone number) and any special items children required to bring. There will be no change to the publicised itinerary unless the person in charge of the excursion decides it is necessary for the safety and wellbeing of the children.
9. Excursions requiring transport will require that parents sign a consent form. The consent form will provide parents with full details about travel arrangements and other details as listed above.
10. When DECS school buses are used to transport children, procedures will be developed with reference to AIG 1-124 School transport.
11. Parents are requested not to send their child on an excursion if the child has any signs of being unwell. This is in everyone's interests.
12. When on an excursion staff will take and have accessible:
 - 13.1 a first-aid kit
 - 13.2 sunscreen during hot weather
 - 13.3 a list of all children on the excursion
 - 13.4 a list of emergency phone numbers
13. Should a child require medication while on an excursion the usual service procedures regarding medication, as outlined in the Health section, will be followed. If the child is eight years and over and taking their own medication, a staff person will ensure, before leaving the service, that the child has the medication with them in an appropriate container. If the child is under eight years the medication and administration directions will be kept in the first-aid kit and a staff member will ensure the medication is administered.
14. The service's sun-protection policy will be implemented on all excursions.

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1.0	10/10/08	Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3

POLICY STATEMENT ON FEES

The Cobbler Creek OSHC Service aims to provide a quality Out of School Hours Care service at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Golden Grove Primary School Governing Council, through the Finance Committee each year, on completion of the annual budget and according to the service's required income.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

Note:* Due to changes in the way the Commonwealth will fund OSHC services from April 1998, services should review fee policies with reference to the Outside School Hours Care Handbook 1998.

Note:* Services operated by department school councils should follow financial management procedures outlined in the Financial Management section of this resource.

- * The Golden Grove Primary School Governing Council, through the Finance Committee, will set the required fee level to meet the budget for the next year. The Advisory Committee's recommendation will be presented to the Finance Committee for the final decision. The fee level will be reviewed each year by both the Advisory Committee and the Finance Committee. Parents will be given at least two weeks' notice of any fee increase.
- * Fees should be paid to the Director/Assistant Director weekly, no later than fortnightly. A dated receipt in accordance with Commonwealth Department of Health and Family Services Guidelines will be provided for each payment.
- * Hours/sessions of care will be recorded in accordance with Commonwealth requirements.
- * Casual emergency care is to be paid for in full at the time of care or 1 week after care when accounts are issued.
- * Fee payments will be banked once a week during OSHC time and once a week during Vacation Care.
- * Fee payment will be recorded according to Commonwealth Department of Health and Family Services Guidelines.
- * Details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time, or particulars of fees will be available in writing to parents upon request.
- * Parents should tell the service of their child's inability to attend as soon as this is known. Holding fees will be required for short-term absences (refer to allowable absences guidelines in Outside School Hours Care Handbook DH&FS 1998).
- * It is parents' responsibility to have their eligibility for Childcare Assistance assessed by Centrelink.
- * Childcare Assistance will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- * Families will only be eligible for Childcare Assistance if Out of School Hours Care attendance records are accurately completed and signed by the parent.

- * The service will keep parents informed about Childcare Assistance and Childcare Cash rebate by:
 - advising new families to apply for assessment
 - having application forms to distribute to families
 - reminding families of the need and encouraging them to reapply for reassessment when required
 - charging full fees when a parent does not have a current Assessment Notice.

- * All documentation relating to Childcare Assistance and Childcare Rebate will be kept for the specified period of time (until the child is 25 years of age or for a period of 7 years) and made available to Commonwealth department Officers on request.

- * Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Childcare Assistance.

- * Once a family has accrued an unacceptable level of debt, set by the Advisory Committee, the family will be required to meet with the Director and discuss an appropriate payment plan and sign an agreement stating that regular payments will be made. If the contract is not adhered to and payments have not been received then care can be ceased immediately.

- * Parents with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:
 - after one week overdue, an overdue stamp will be stamped on their account.
 - after two weeks overdue, a polite written reminder will be forwarded to the parent.
 - after three weeks, overdue a polite second written reminder will be forwarded to the parent.
 - after four weeks of non-payment-if no arrangements to pay have been made, a final reminder is sent out, stating that if they do not settle their account by a set date, a Debt Collecting Agency will be sent out to collect the amount owing and all care shall be cancelled.
 - Families with children not enrolled in Golden Grove Primacy School and Pedare Junior Primary/Middle School Campus requiring Vacation Care will be required to pay a nominated deposit at the discretion of the Director prior to care commencing.

- Families who have an outstanding Vacation Care Account will not be able to receive holiday care until the account has been finalised or prior arrangements have been made with the Director.
- Families who have an outstanding Before or After School Care Account will not be able to book in for the next term until the account has been finalised or prior arrangements have been made with the Director.
- * Whenever possible, the parent should ring the service to advise they will be late to collect their child.
- * A parent is regarded as being late when they arrive to collect their child one (1) minute after closing time.
- * A late collection fee of \$3/minute will be imposed when parents arrive later than the closing time.
- * Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.
- * When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent. This may lead to care being ceased if families are continually late on a weekly basis.
- * Any change in booked times needs to be arranged beforehand with the Director/Assistant Director. Written communication in the parent communication book or verbal communication by the parent is needed by **9am** on the day of care to not incur a fee. If the service is not notified by 9am, the family will still incur a fee.

Version History

<i>Version No.</i>	<i>Date</i>	<i>Comment</i>	<i>Updated By</i>	<i>Pages</i>
1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3
1.1	11/6/10	Reviewed by Director and Advisory Committee.	T.Papa - Director	4
1.2	15/6/2011	Reviewed by Director and Advisory Committee.	T.Papa - Director	4
1.3	19/12/2011	Reviewed by Director and Advisory Committee.	T.Papa - Director	4

POLICY STATEMENT ON FINANCIAL MANAGEMENT

Responsibility for financial planning and management of the Cobbler Creek Out of School Hours Care Service lies with the operator. (The operator may be a department school council, an independent school board or an incorporated body.)

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

Note: Due to changes in the way the Commonwealth will fund school-age care services from April 1998, services should review financial management policies and procedures with reference to the Outside School Hours Care Handbook 1998.

Note: Services operated by department school councils should follow financial management procedures outlined in the Financial Management section of this resource.

- * The Finance Officer and a Management Committee Representative, with the cooperation of the Director, will draw up the annual budget detailing estimated income and expenditure for the year ahead. The budget will be passed at a Management Committee meeting and endorsed by the Golden Grove Primary School Governing Council. The budget will be reviewed as needed.
- * The Finance Officer will be responsible for ensuring financial transactions are properly completed and recorded.
- * The Director and Finance Officer will be responsible for payment of staff wages fortnightly according to appropriate Award entitlements, and for ensuring all payments are made, including superannuation contributions, deductions, long service leave entitlements and tax deductions.
- * The Director and Finance Officer will be responsible for the day-to-day financial management of the service including the payment of bills, allocation of petty cash, collection and banking of fees.
- * These areas will be considered, and decisions made and written into these procedures:
 - written approval by the Management Committee for the Director to pay day-to-day operating expenses. The Finance Officer should check this monthly against the monthly budget figure.
 - written approval for the Director to spend a discretionary amount for extraordinary accounts, especially in Vacation Care. Most purchases for large amounts are usually approved by the Management Committee before the purchase.
- * The Finance Officer/Director will present a financial summary to the Golden Grove Finance Committee and the Management Committee at least four times a year.
- * The Golden Grove Primary School Governing Council will ensure that all reports are made in accordance with Department of Education, Training and Employment and Commonwealth requirements.
- * The Golden Grove Primacy School Governing Council will ensure the service's accounts are audited in accordance with Commonwealth and Department of Education, Training and Employment requirements (where relevant).

- * After financial records have been audited and a Balance Sheet and Income and Expenditure Statements prepared, the annual financial report and the certification (also completed by the auditor) will be submitted to the appropriate Commonwealth Department.
- * The audited balance sheet and income and expenditure statement will be presented to the Association's members at the AGM.
- * If the operator is an incorporated body, the audited balance sheet and income and expenditure statement will be presented to the Association's members at the AGM (Associations Incorporation Act 1985 (SA) Section 35).
- * Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Commonwealth department Officers.
- * New committee members will be provided with a summary of the service's financial position.
- * Financial records must be maintained to enable compliance with:
 - any agreement with the Commonwealth of Australia in respect of Recurrent Grants for Outside School Hour Care Services
 - any requirement in the agreement in respect of Childcare Assistance funding and Childcare Cash Rebate
 - other legislative requirements such as Income Tax Assessment Act 1936 (Commonwealth) Superannuation Guarantee Charge Act 1992 (Commonwealth) and SA Childcare Award requirements.
- * An assets register, including all items owned by the service, will be maintained by the Director.
- * The Golden Grove Primary School Governing Council and the Management Committee must ensure that health and safety practices followed by the service comply with Health Regulations, Department of Education, Training and Employment OSHC Standards, Australian Standards and the Occupational Health, Safety & Welfare Act (1986) (SA), and will allocate sufficient resources in the annual budget at all times to ensure a healthy and safe environment.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3

POLICY STATEMENT ON GRIEVANCE PROCEDURES

The Cobbler Creek OSHC Service fosters positive and harmonious relations between all levels of management. Every committee member has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. This policy also aims to assist Staff and Management at the Cobbler Creek OSHC Service to resolve staff grievances effectively and agreeably to all concerned.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. Definition - a staff grievance occurs where a staff member believes s/he has been unfairly or badly treated by another person (not a child) at the Service or by a management decision, and wishes some action to be taken to remedy the situation.
2. In the interests of everyone concerned staff grievances should receive a high priority and should be resolved as quickly and effectively as possible.
3. All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
4. Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures.
5. A staff member raising a grievance has the right to have a union representative assist her/him at any stage in the process. S/he may have another person of her/his choice present at any meetings or interviews for moral support.
6. A staff member who has commenced a grievance process may withdraw and stop the process at any time without penalty.
7. No staff member should suffer any personal or professional disadvantage because s/he decides to pursue a grievance.
8. Every attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned.
9. Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until the grievance is resolved, then it should be destroyed (unless the outcome of the grievance requires that it be kept for a period of time).
10. The Management Committee may appoint one of its members, not a staff member or the Director, as a grievance officer to assist where the grievance procedures provide for her/him to do so.
11. All grievances should be handled according to the grievance procedures adopted by the Service.

Advisory Committee

- * Committee members will be provided with clear written guidelines detailing grievance procedures.
- * Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies and procedures.

- * All discussions during committee meetings will be treated as confidential.
- * If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
 - ask to have the grievance tabled at the next meeting for open discussion, or
 - discuss the problem with the chairperson or elected liaison officer.
- * If the matter is not resolved the executive will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member(s).
- * If the matter is still not resolved it will be taken to the full committee, or, if the matter is urgent, a special meeting may be called to resolve the issue (in accordance with the association's or school council's rules/constitution). The committee meeting will determine a course of action, agreed to by the majority. This will resolve the matter. If this is not possible, the committee members still in dispute will be asked to step down.

Parents

- * Parents will be provided with clear written guidelines detailing grievance procedures.
- * Parents will be provided with information about the service's philosophy, policies and procedures.
- * All confidential discussions with parents will take place in a quiet area away from others.
- * Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

Parent and staff conflict

- * The parent should discuss the problem with the relevant staff member.
- * If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the Director.
- * If the parent still feels the problem is not resolved, the Director may offer to take the matter to the Management Committee for guidance, or the parent may write directly to the committee to explain the problem.
- * The Committee will advise the Director of its decision and the Director will convey that decision to the parent and staff member concerned, or the Committee will write directly to the parent concerned to advise of the decision.

Parent and management conflict

- * The parent should discuss the problem with the Director.
- * If the parent still feels, after discussion with the Director, action is necessary, they should ask the Director to raise the issue at the next management meeting. Alternatively the parent may write directly to the Management Committee to explain the problem.
- * The Management Committee will advise the Director of its decision and the Director will convey that decision to the parent concerned, or the Committee will write directly to the parent concerned to advise of the decision. If the

parent still feels the problem is not resolved they can request a meeting with the Chairperson to discuss the matter further. The Chairperson will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The Chairperson will write directly to the parent to advise of the final decision.

Staff Conflict

- * Approach the staff member for a discussion on the matter to try and resolve the issue (if needed, ask another member of staff to be present for support during the discussion).
- * If the issue is not resolved, bring it to the immediate attention of the Director or Assistant. With consultation with both parties, an action plan will be devised. Some issues may need to be discussed with the Director immediately.
- * If the staff member is still not happy with the discussion and outcome provided by the Director/Assistant, they may like to seek the assistance of either the Principal/Deputy Principal of Golden Grove Primary School or the Head of the Primary Campus, Pedare Christian College.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3

POLICY ON HEALTH AND SAFETY

The Cobbler Creek OSHC Service aims to provide a healthy environment in which children will grow and be safe. Preventative measures, through an infection control process, will be followed by all people in the Out of School Hours Care service at all times.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

Note: The Department of Education, Training and Employment has established a Health Care Management Project to review and revise the management of daily and emergency health care in schools and centres. Guidelines and support to implement consistent health care management practices are being trialed and should be available in 1999.

Hygiene

- * Hand washing is the most effective way of controlling infection in the service. Staff and children should wash their hands:
 - before handling and preparing food and eating
 - after going to the toilet
 - after cleaning up blood and other body substances
 - after handling animals.
- * All staff must wear gloves (disposable rubber or vinyl) when:
 - in contact with blood or other body substances or open sores
 - cleaning up faeces, vomit or blood
 - when handling clothes, cloths or equipment which has been soiled by body fluids
 - when cleaning a contaminated area.
- * Staff must wear gloves when cleaning if they have a break in the skin of their hands, or if they have dermatitis or eczema.
- * Staff must wash their hands with soap and water after gloves are removed.
- * Surfaces will be cleaned after each activity and all surfaces cleaned thoroughly, daily. Areas contaminated with body fluids will be disinfected.
- * The service will ensure that toilets and hand-washing facilities are easily accessible to children. Children will be encouraged to flush toilets after use, and wash and dry their hands. (Cobbler Creek OSHC will provide their own soap)
- * The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.
- * Staff will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Tissues will be disposed of immediately after wiping a child's nose.
- * Toys, dress-up clothes and other materials such as cushion covers will be washed regularly, and other equipment will be cleaned regularly. The criteria

for selecting new toys, equipment, games, furnishings and other materials will include ease of cleaning.

- * Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed or discarded after each use.
- * Staff will encourage children to put leftover food and soiled food in the bin.
- * Food will be prepared, kept and served hygienically.
- * Bins for the temporary storage of refuse and garbage will be kept with lids on and will be emptied daily.
- * Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be observed at all times.
- * Children will be encouraged to follow good hygiene and dental care practices. Staff may discuss these subjects with groups and individual children if needed.
- * Any animal or bird kept at the Out of School Hours Care service will be maintained in a clean and healthy condition in line with 'The Code of Practice for the Use and Care of Animals in Schools', The Prevention of Cruelty to Animals Act 1985. Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash their hands after touching animals.
- * Any animal scratches or bites will be cleaned immediately with soap and antiseptic.
- * Staff are expected to act in ways that do not endanger the health and safety of children, parents or other staff, and to encourage healthy and safe behaviour in children by setting a good example.

Information distribution about health and hygiene

- * Information about the Occupational Health Safety & Welfare Act, Regulations, Codes of practice and guidelines and the departmental OHS&W Manual are held at the service, or on the school site, and may be read by staff, Management Committee members and parents of children attending the service.
- * Employee and employer obligations in regard to OHS&W are discussed with new staff and committee members as part of their induction. They are included in staff and committee handbooks.
- * A training program is organised every 12 months to ensure staff and committee members can identify:
 - key elements of the OHS&W Act
 - the service's health and safety procedures and policies
 - safe and healthy workplace practices
 - how to report hazards
 - how to contribute to safe work practices and procedures.

- * Staff are encouraged to report incidents which lead to high stress levels to the Management Committee and/or OHS representative. Positive steps will be taken to understand and minimise stress suffered by individual staff members.
- * Information on hygiene and dental-care principles and practices will be available at the service and drawn to the attention of parents.
- * When there is a notifiable infectious disease in the service, information will be made available to parents in a manner that is not prejudicial to the rights of staff or children and which does not infringe State or Commonwealth legislation (see Staying Healthy in Child Care in References and resources below).
- * Parents will be informed by notices about common infectious diseases in the service. Parents of children with an immunity impairment will be advised about outbreaks of contagious diseases so that they may decide if it is in the best interest of the child not to attend the service for a period.
- * Staff, parents and children will have access to current information provided by relevant government authorities on how to minimise health and safety risks to staff and children.

Immunisation

- * Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well (see Access to the Service policy).
- * All staff will be encouraged to have all childhood immunisations. All adults should receive a booster dose of tetanus and diphtheria vaccine every 10 years.

Exclusion

- * Children and staff with infectious diseases will be excluded from the service in accordance with departmental Administrative Instructions and Guidelines (AIGs) and National Health and Medical Research Council guidelines. The guidelines for exclusion can be found in departmental AIGs and Staying Healthy in Child Care (see References and resources below).
- * A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.
- * If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.
- * If a staff member is unwell, they should not report to work. Staff members should contact the Director at the earliest possible time to advise of their inability to report to work.
- * In the case of serious ill health or hospitalisation, a child or staff member will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

Management of unwell children

- * If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts.
- * If a child requires immediate medical aid, the service staff will secure that aid and notify the parent.
- * If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

Medication

- * Those staff eligible to give medication will assist with the children's medication if:
 - it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
 - it is an over-the-counter medicine that has been authorised by the child's parent.
 - the parent has completed and signed the service's Request to Administer Prescribed Medication form.
- * When staff are to assist with a child's medication, it should be given directly to the staff member in charge, not left in the child's bag or locker.
- * Children eight years and over may, on the advice of their parent and doctor, carry and take their own medication (**Puffers or bee sting med only**). Medication should be kept in a safe place out of reach of younger children and staff informed that the child is taking their own medication and of any possible side effects. This will be possible only where:
 - the medication does not need secure storage
 - the medication does not require refrigeration
 - the Director is satisfied that potential access to the medication by other children did not create a risk.
- * Staff must not prepare respirator or bronchodilator mixtures for use in air pumps. If a nebuliser is prescribed by a doctor, instead of a 'puffer', and it is necessary for the child to bring the pump to the service, the parent should supply an appropriately labelled container with the solution pre-mixed.
- * Where possible, before medication is given to a child, the staff member will verify the correct dosage with another staff member. After giving the medication the staff member will complete the correct details on the Request to Administer Prescribed Medication Form.
- * Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.

- * All illness at the service should be recorded on the Accident/Illness Record.
- * If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.
- * Staff must not administer injections. In the case of children with chronic conditions which could be life-threatening, alternative fast-acting oral medications are available. The OSHC Medical and Health form, completed by parents, should disclose immediate measures to be taken in a life-threatening situation. A summary of these should be prepared and made available to all staff. Where additional advice is needed, the OSHC service Director should refer the matter to the CAFHS medical officer for the area in which the service is located.
- * Staff are discouraged from dispensing analgesics (e.g. headache tablets) except where the person administering first aid considers that giving an analgesic will help alleviate a child's pain. When this occurs:
 - only a person with a senior first-aid qualification is authorised to give the analgesic
 - a record must be kept of the name of the child who is given the analgesic, and the reason for giving them
 - a record must be kept of the type, number and frequency of analgesics given
 - the child's parents must be advised in writing of the analgesic given, the amount; and the time at which it was given.

Allergies

- * Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it.

Environment

Note: OSHC services on department sites should develop site-specific procedures in consultation with the school principal and with reference to the General Guidelines of the departmental OHS&W Manual.

- * The OSHC indoor and outdoor environments will be smoke-free.
- * All rooms in the OSHC service will be well ventilated with appropriate heating and cooling facilities.
- * The Director and staff will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable.
- * Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- * In the interests of children's health, staff are encouraged to use environmentally friendly products at the service wherever possible.
- * All rubbish will be disposed of in an environmentally friendly way, and products recycled whenever possible.

Sun protection

- * To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:
 - children will be required to wear a hat which protects their face, neck and ears whenever they are outside, except during the months of May to August.
 - to minimise the spread of infections such as head lice, impetigo and ringworm, children will not share hats.
 - SPF 30+ broad-spectrum water-resistant sunscreen will be provided for staff and children, and applied before going outside. It is recommended that sunscreen is used only on exposed skin that cannot be protected naturally.
 - staff will ensure that sunscreen is not out of date.
 - discussion about skin and ways to protect it from skin cancer will be included in the children's program.
 - when enrolling their child, parents will be informed about the sun safety policy, and asked to provide a suitable hat and SPF 30+ sun screen for their child's use.
 - staff will be aware of the proper application of sunscreen and model the practices outlined above.

HIV/AIDS and hepatitis B and C

- * Staff and management practices will adhere to the law under the Federal Disability Discrimination Act 1992 and the Equal Opportunity Act 1984 (SA), that no discrimination will take place based on the HIV status of a child/parent/guardian/staff member. As HIV is not transmitted through casual contact, a child with AIDS will be treated as any other child would be.
- * Staff and management shall understand that discrimination based on HIV/AIDS and hepatitis B or C in regard to access to a service is also unlawful. A child with HIV/AIDS/hepatitis B or C has a right of access to the service. A staff member with any of these has the right of equal opportunity employment.
- * If a staff member is notified that a child or the child's parent or another staff member is infected with HIV/AIDS or hepatitis B or C, the information will remain confidential. This information will be shared with other staff members only with the consent of the person with the virus or the parent. Deliberate breaches of confidentiality will be a disciplinary offence preceding normal consultative action (see Confidentiality policy and Grievance policy and Staffing policies).
- * The service recognises that HIV/AIDS and hepatitis B and C, like any other disease, is best dealt with by the application of preventative measures. Staff will be encouraged to follow hygiene procedures outlined in the hygiene policy at all times.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	7
1.1	11/6/10	Reviewed by OSHC staff and Advisory Committee. Hat policy changed according to SA Cancer Council	T.Papa-Director	7

POLICY STATEMENT ON CHILD SAFE BEHAVIOURS

The Cobbler Creek OSHC Service has an obligation to all children attending the service to defend their right to care and protection. To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children's Protection Act 1993 Section 11(1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection.

The service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * Reporting Child Abuse and Neglect, Mandated Notification Guidelines' is held at the service and must be read by the staff and Management Committee. It is also available to parents.
- * Employer and employee obligations in relation to allegations of child abuse are included in staff and committee handbooks. These obligations are pointed out to new staff and committee members at the beginning of their employment.
- * As mandated notifiers, staff and committee members will be encouraged to attend training (held by the Department for Family and Community Services) in relation to mandatory notification of child abuse.

POLICY STATEMENT ON NUTRITION

Food provided at the Cobbler Creek OSHC Service will be nutritious and varied. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. Parents will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * Food is prepared and stored hygienically (see Health policy).
- * The service will provide children with balanced snacks that meet the recommended nutritional needs of children.
- * Snack times will be treated as social occasions. Staff members will sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods and drinks.
- * Where possible, snacks and drinks will reflect a wide variety of cultures, especially the cultural backgrounds of families and within the local community.
- * Snacks and drinks will be appetising and provide variety. Where possible, fresh produce will be used.
- * Menus will be planned with input from children, parents and staff.
- * Drinking water will always be available and accessible to staff and children.
- * Two snacks will be provided, but children are encouraged and allowed to bring extra food if needed.
- * Children will be encouraged to try different food but will never be forced to eat. Their food likes and dislikes and their family's religious and cultural beliefs regarding food will always be respected.
- * Where children are on special diets, the parents may be asked to provide a list of suitable and unsuitable foods and their child's food preferences or to supply special food.
- * The denial of food will never be used as punishment.
- * The importance of good, healthy food will be discussed with children during snack time, as appropriate.
- * Information on nutrition, food handling and storage will be displayed at the service and provided to parents.
- * During vacation care, parents will be asked to provide their child's lunch and drinks, except when otherwise stated on the vacation care program.
- * Breakfast will be provided at before school care, on request, before 8 am.
- * When food is prepared as part of the children's program of activities, the ingredients and preparation techniques used will be hygienic and safe and contribute to children's nutritional needs.

Version History

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	2

PROCEDURE FOR THE MANAGEMENT OF VOLUNTEERS

Background

1. At Cobbler Creek OSHC we believe that volunteers make a significant contribution to our community and consequently child learning by giving time and sharing their skills and expertise with others. Volunteers have a wide range of interests and abilities that complement the OSHC and Vacation Care program, thus providing a wider range of interactions and expertise for children.
2. The DECS requirement for volunteers who are engaged in the following are to have a criminal history check every three years:
 - 2.1 Overnight camps/school sleepovers, billeting
 - 2.2 Working one on one with other people's children
 - 2.3 Acting as a coach or manager of teams or groups of children
 - 2.4 Being a member of school committees

Overview of Processes Used to Approve Volunteers

1. At Cobbler Creek OSHC we will exercise our right to expect all volunteers to participate in a criminal history check.
2. In summary it is expected that all volunteers are involved in the following:
 - 2.1 Complete a Volunteer Agreement and the application cover sheet including the names of two referees
 - 2.2 Consent to obtain personal information – National History Check Application
3. It will be necessary for all volunteers to undergo a criminal history check every three years.
4. The Directors decision is final in determining who is eligible to work as a volunteer at Cobbler Creek OSHC.
5. If a volunteer has had approval from either Golden Grove Primary School or Pedare Christian College, they will not need to fill out the application form again. Copies will be sighted by the Director at either school.

OSHC's Responsibilities to Volunteers

1. A staff member will be allocated to supervise each volunteer
2. Accurate records will be kept of each volunteer's training
3. Volunteers will be provided with induction and training as appropriate
4. Supervising staff will be available to discuss volunteers concerns as they arise
5. Supervising staff will meet their duty of care to students by supervising any situation, where volunteers are working with children
6. Volunteers will be informed of any changes to the OSHC or Vacation Care routine that may impact on them

Volunteers Responsibilities

1. When working with children volunteers are expected to exercise an appropriate duty of care and fulfil their responsibilities with respect to Mandatory Notification.
 - 1.1 Volunteers will not be involved in the toileting of children
 - 1.2 Volunteer's contact with children is limited to their particular negotiated responsibilities

- 1.3 Volunteers must understand and respect their responsibilities relating to confidentiality
 - 1.4 Volunteers need to wear the provided name badge at all times
 - 1.5 Volunteers working with a child/ren, need to be closely supervised and in close proximity to a staff member
 - 1.6 Inappropriate forms of affection or physical contact must not occur
 - 1.7 Children should be afforded appropriate respect and issues of concern with regard to behaviour should be referred to the supervising staff member
 - 1.8 Volunteers will maintain a positive relationship with the supervising staff member and all staff members on site (any grievances should be managed using the OSHC grievance procedure)
 - 1.9 Volunteers will pay for the \$15 Criminal History Screening Check (unless copied from the school check).
2. If concerns arise about a volunteer, feedback and support will be offered wherever appropriate. A volunteer's agreement can be cancelled at the Director's discretion.

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POLICY STATEMENT ON CHILDREN'S PROGRAM

The Cobbler Creek OSHC Service will provide a program developmentally appropriate to the leisure needs of the children attending the service, and will provide for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity, without substituting for the care they receive from their parents. Children will be actively involved in all program planning, implementation and evaluation processes.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * The Director and staff members will be responsible to the Golden Grove Primary School Governing Council and the Management Committee for the development of a program and for creating an atmosphere and environment responsive to the needs of each individual child and to the group as a whole and which reflects the philosophy and goals of the service.
- * Staff will be provided with opportunities to further their knowledge of child development theories and practice.
- * Programs will be developed for all aspects of the service (i.e. before school care, after school care, pupil-free days, school holidays).
- * All staff will be encouraged to explore and use good quality resources and training to offer fresh experiences for children and to further their own professional development and skills.

Staff will have access to the OSHC Standards to design their programs according to its requirements.

- * The programs will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practise life and social skills.
- * Programs will include opportunities that foster and enhance:
 - friendships between children
 - individual child/staff interactions
 - cooperative and responsible behaviours among children
 - individual and group interests
 - the special needs, interests and talents of every child.
- * Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach to activities that values both processes and end products will be encouraged.
- * Written programs will be displayed where parents are able to see them and can discuss any aspect of the program with staff. A copy of the Vacation Care program will be provided for each family. Parents will be encouraged to have input into program development. Parent evaluations of the program will be encouraged and considered. The extent to which parents wish to be involved will be respected.

- * Children's programs will be inclusive of the cultural and linguistic diversity of all families using the service. They will support children to explore a range of cultural experiences in an environment free from racial prejudice and harassment.
- * The service will provide a variety of equipment, toys and materials for all children to play with and use regardless of gender.
- * The program will be child-centred and will allow children to experience a variety of experiences and pursue their own interests. There will always be a range of activities so that children can choose.
- * Children will be actively involved in programming processes through discussions and conversations, group sessions and planning; their suggestions and opinions will be listened to and acted on.
- * Children will be appropriately supervised at all times.
- * Staff will join in the children's activities where appropriate and encourage them to try new experiences.
- * Staff will be supportive and encouraging and communicate with children in a friendly, positive and courteous manner. They will be encouraged to form friendly relationships with each child in their care. When communicating with children, staff will ensure they are understood. When communicating with children, staff will ensure they do so at the child's level.

All staff will be responsible for working cooperatively with each other and the children to plan for the needs of the children, and for evaluating programs in relation to the stated philosophy and goals.

- * Staff will regularly talk to parents concerning their child's interests and activities and respond to suggestions from parents.
- * When children first attend the service the needs of both parents and children will be respected. The parent may telephone the service during the session for reassurance that their child has settled in. Staff will provide information to the parent regarding the children's participation and wellbeing.
- * Where possible, new children will be encouraged to visit the service with their parents before enrolment to facilitate the child's orientation into the service.
- * Structured activities and routines will be built around the regular events of the day (i.e. arrivals and departures, snacks/drinks) and will take into account the developmental needs of individual children, children's attendance patterns, the weather and physical environment, the numbers and ages of children in a given group, children with special needs, new children entering the group and the expectations of parents.

Special group activities for older children may be organised from time to time. These will be planned collaboratively by staff, children and parents. Considerations will include the:

- enthusiasm of the children
- availability of suitable indoor and outdoor space or an excursion venue

- transport, materials or equipment required
- staffing levels and required staff:child ratio
- cost
- number and ages of children
- service philosophy and policies.

* Excursions will be organised as part of the program. Excursions give variety in the program, especially during the school holidays. Children benefit from experiences in the local and wider community.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	3

POLICY STATEMENT ON RECORDS

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

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * The service's orientation and induction processes will include the provision of relevant information to staff, children and parents about which records will be kept, how they will be kept, and how long they will be kept.
- * Records must be kept by the service, as listed in departmental OSHC Standard 5.3.1.
- * Clear guidelines on which people have access to which particular records will be given to management committee members, staff and parents. These will be available at all times at the service (see Confidentiality policy).

The agencies listed below have differing requirements on the length of time the service needs to retain financial records

AGENCY	NUMBER OF YEARS
Department of Education, Training and Employment	7 years
Department of Human Services and Health	3 years (from date of last entry)
Centrelink	2 years
Australian Taxation Office	5 years (from end of financial year)

As the bulk of OSHC records have links with all of the agencies listed, it is recommended that all records are retained for a minimum of 7 years.

The following table shows how long specific kinds of records must be kept:

Accounting documents	7 years
Income tax documents	7 years
Time and wage records	7 years
Bank statements	7 years
Insurance	7 years
Receipt books	7 years
Requirements for funding	7 years
Childcare Assistance (receipts from government)	3 years
Legal Accident and Illness Reports	for 7 years after the child involved has reached the age of 18
Recorded information about the child's participation at the service	for 7 years after the child involved has reached the age of 18

The Department also has requirements regarding non-financial records, including:

- * Attendance records must be kept for 7 years.
- * Records of fees charged to parents must be kept for 7 years.
- * Accident and injury records must be retained for 7 years after the child involved has reached the age of 18.
- * Records regarding details of illness and administration of medication must be retained for 7 years after the child involved has reached the age of 18.
- * Records of OSHC Management Committee minutes and correspondence must be retained on site for 7 years and then permanently stored at State Records if the service is operated by a department school council.
- * If the service changes management, all operator records will be passed onto the new operator.
- * If the service closes, all records will be stored at Golden Grove Primary School.

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POLICY STATEMENT ON REFERRALS FROM OTHER AGENCIES

In the interests of children's welfare and protection, access to children referred to the Cobbler Creek OSHC Service by appropriate agencies will be accommodated wherever possible, while still ensuring the safety and care of every child at the service.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * Referral agency officers will be required to provide verifiable identification before being admitted to the service.
- * The Management Committee will determine limits on the number of children with special needs that the service is able to appropriately care for.
- * Where the service cannot accept a referred child, the referring agency will be advised to contact other/alternative Out of School Hour Care services.
- * Acceptance of a referral will depend on:
 - the service having the required resources to appropriately care for the child
 - completion of a referral form
 - a visit from the referring agency (case manager) to:
 - provide information about the referral
 - clarify any special conditions of enrolment
 - provide necessary details about the child's care arrangements, including foster care details if appropriate.
 - determine a suitable introduction process (child to the service and staff, the service and staff to child's needs).
 - reach agreement about the cost for providing care and any special requirements, e.g. transport
 - subsequent enrolment according to the service's usual enrolment procedure
 - agreement to a debriefing from the case manager at the end of the referral period.
- * The Management Committee and Director, in consultation with the Finance Committee, will determine a fee schedule for referrals, which includes contingencies for arrangements such as payment for special transport and/or additional staff support.
- * The referral agency will be invoiced for the agreed cost of providing care, determined during the case manager's visit to the service.
- * The service will ensure the strictest confidentiality in information about referred children at all times. Access to confidential information will be given only on a need-to-know basis. However, staff involved in the care of referred

children will be provided with information considered necessary to ensure the safety and protection of both the referred children and other children in care.

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POLICY STATEMENT ON SAFETY

Cobbler Creek OSHC aims to provide a safe environment in which children can play and explore their world free from harm. In the event of an accident, appropriate first aid or cardiopulmonary resuscitation (CPR) will be applied by trained staff. If an emergency or natural disaster occurs at the service the children and staff will be well practiced in the procedures required to ensure the safety and wellbeing of everyone present, as far as possible.

HOW POLICY WILL BE IMPLEMENTED

Emergency procedures

Note: Cobbler Creek OSHC procedures have been developed in accordance with the Golden Grove Primary School emergency procedures.

1. Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by *Cobbler Creek* OSHC, and are to be followed in the event of fire, natural disaster or other emergency.
2. The evacuation plan will include:
 - 2.1 a safe assembly area, with its own escape route, away from access areas for emergency services and the building
 - 2.2 a second assembly area in the event that the first assembly area becomes unsafe.
 - 2.3 unobstructed routes for leaving the buildings(s), and which are suitable to the ages and abilities of the children (special consideration must be given to the evacuation of children with disabilities)
 - 2.4 an emergency pack stored away from the building, including items such as blankets, first-aid kit
 - 2.5 a person nominated to collect the attendance roll and parents' emergency contact numbers, and at the assembly area check the roll to ensure that all children and staff are present
 - 2.6 a list of current emergency services contact numbers and a person nominated to phone the relevant emergency service
 - 2.7 a person nominated to check that the building is empty and that all doors and windows are closed to contain the spread of fire
 - 2.8 a person nominated to supervise the children at the assembly area.
3. When the emergency services arrive, the Director will inform the officer in charge of the nature and location of the emergency, and of any missing children or staff.
4. No-one will re-enter the building until advised it is safe to do so by the officer in charge of the emergency service.

5. Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Staff will be instructed in their operation. Staff will attempt to extinguish fires only when all of the following has happened:
 - 5.1 the children have been evacuated from the room
 - 5.2 the fire is small
 - 5.3 there is no danger to the person operating the extinguisher and they are well trained and confident in its use.
6. Safety and evacuation drills involving staff and children will be practised in before school care and after school care at least once a term, and at least once during each vacation care program, when most children are present.

Accidents

1. Parents are requested to provide written authority (included in the Enrolment Form) for staff of the service to seek medical attention for their child, if required.
2. When a minor accident occurs at the service, staff qualified in first aid will:
 - 2.1 assess the injury
 - 2.3 attend to the injured child and apply first aid
 - 2.4 check that no-one has come into contact with the injured child's blood or body substances or require anyone who has come into contact to wash any contaminated areas in warm soapy water
 - 2.5 clean up the spill using disposable gloves if there is bleeding
 - 2.6 contact the parent (depending on the severity of the injury). If the parent is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child
 - 2.7 write full details about the incident and the treatment given in the Accident/Illness Record and/or meet the operator's requirements of reporting.
3. When a serious accident which requires more than first-aid treatment occurs at the service, the Director, or another staff person qualified in first aid and CPR, will:
 - 3.1 attend the injured child and apply first aid
 - 3.2 assess the injury and decide whether an ambulance should be called.
4. If a child is injured at OSHC or on an OSHC activity and the supervising Director considers that the child's condition is sufficiently serious to warrant attendance by an ambulance, an ambulance must be called. The ambulance service will render an account in the name of the parent of the child concerned. Staff members are advised not to transport a sick or injured child

unless an ambulance is not readily available or the child's injury or illness indicates that immediate action is required.

If an ambulance is called:

- 4.1 a staff member will comfort and calm the child at all times
- 4.2 a staff member will accompany the child *if a parent or caregiver is not available*
- 4.3 *ensure* the child's medical record *is* taken with the child

The Director, or another staff member will:

- 4.4 contact the child's parents or emergency contact person to advise them of the incident and *the present circumstances*. Every effort will be made to inform and not to panic the parent at this stage
 - 4.5 ensure that any contact with the injured child's blood or body fluids has been appropriately dealt with
 - 4.6 write a full report of the accident detailing the incident and the action taken. Details will be recorded on an Accident/Illness report form and a copy given to the parent. Details will also be entered onto the service's/operator's Accident/Illness Record. In services operated by department school councils or on department sites, an Accident/Illness form (ED155) will be completed and a copy kept by the service and the school principal. If the accident is likely to result in complications or where the principal considers that legal action may be taken against the department, the form should be forwarded to the DECS District Office (see departmental AIG 1-92 to 94).
5. It is expected that any costs incurred in ensuring prompt medical attention for a child will be met by the parents.
 6. Accidents which result in death or serious injury to employees (including an injury likely to cause absence from employment for 10 or more working days) must be reported to the appropriate authorities under section 19(3) of the OHS&W Act 1986 (SA) and immediately to DECS through the District Director.

First Aid

1. At least one staff member with a current first-aid qualification, preferably including a CPR qualification, will be on duty at the service at all times children are there.
2. A fully equipped and updated first-aid kit will be kept at the service in a locked cupboard out of reach of children but easily accessed by staff. The first-aid kit, together with someone in charge, must comply with regulations 327 and 328 of the Occupational Health, Safety and Welfare Regulations 1986 (SA) (see list in OHS&W Manual 2.4.3).

3. The first-aid kit will be stocked at all times. The Director or delegated staff member will replenish it as soon as practicable after use, and regularly check to make sure the kit is complete and that the stock has not deteriorated.
4. Cold packs will be kept in the freezer, for the treatment of bruises and sprains.
5. First aid will be administered by a staff person qualified in first aid.
6. First aid will be administered only in the event of minor accidents or to stabilise an injured person until expert assistance arrives.
7. The Golden Grove Primary School Governing Council, through the *Advisory Committee*, will ensure that adequate funds are allocated to ensure that staff members' first-aid certificates are updated as required.
8. The telephone number of the Poisons Service at the Women's and Children's Hospital will be displayed next to the telephone.

Harassment

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

Transport

1. Parents will be required to give written consent if a child is to be transported from one place to another.
2. Private vehicles may be used to carry children on excursions or to and from school and the OSHC service as passengers only if:
 - 2.1 it is equipped with seat belts
 - 2.2 it is registered and there is reason to believe that it is in safe mechanical condition
 - 2.3 it has fully comprehensive insurance
 - 2.4 the driver has a full or provisional licence and there is reason to believe that they are safe and responsible behind the wheel. 'L'-plate drivers must not carry children.
3. Before the journey begins a person in charge should ensure that:
 - 3.1 no child has a seat not fitted with a seat belt
 - 3.2 every child has their seat belt on and secured
 - 3.2 the vehicle is not overloaded, as this could impede the driver and jeopardise insurance entitlements should there be an accident.
4. In the event of vehicle breakdown or a minor accident, the staff person in charge, or driver, will phone the service to inform the Director and will organise alternative transport. They will ensure that the children are kept safe and secure at all times. The Director will inform parents, if necessary.

5. All vehicles and persons involved in transporting children to and from the service will carry the service's name, address and contact number at all times.
6. At least one service staff accompanying children being transported will be qualified in first aid.
7. In case of an accident, the staff person or driver will, if possible:
 - 7.1 ensure children are always safe and secure
 - 7.2 comfort and calm children
 - 7.3 phone emergency services and police, if necessary
 - 7.4 contact the OSHC service to inform the Director
 - 7.5 follow the service's procedures for accidents.
8. When department school buses are used to transport children, site-specific procedures will be developed with reference to departmental AIG 1-124 School transport.
9. Further information can be found in departmental AIG 1-126 Transporting Children in Private Motor Vehicles.

Storage of potentially dangerous products

1. All staff will be made aware which products may pose a danger to children in the service.
2. All potentially dangerous products will be clearly labelled and stored out of reach of all children. Material Safety Data Sheets (MSDSs) obtained from the manufacturer will be attached to all chemicals or potentially hazardous materials
3. Storage areas will be clearly labelled to assist relief staff.
4. Staff will discuss the dangers of certain products with the children.
5. Where practical, information about the safe storage of potentially dangerous products will be displayed and drawn to the attention of parents, as appropriate.

Maintenance of buildings and equipment

1. All work areas (including outdoor play areas) and equipment must be checked regularly by the staff to ensure they are clean and safe.
2. Power points will be to an approved safety standard and fitted with approved safety shutters or with an earth leakage circuit breaker.
3. The use of small electrical appliances and cords will be restricted to times and areas strictly supervised by staff and kept out of areas where children have unrestricted activities.
4. Any glazed area accessible to children will be glazed in accordance with Australian Standard 1288, or will be effectively guarded by rails or barriers to prevent a child striking or falling against the glass.

5. Staff members who become aware of faulty or broken equipment will remove this equipment from use and advise the director/ operator of the need for its replacement or repair.
6. Sandpits will be covered at night and raked regularly to dispose of any animal faeces, other contaminants or potentially dangerous objects.

Before school care

1. On arrival, all children must be signed in by a parent.
2. At 8.30am, children will be signed out by a staff member.
3. When children first begin school, parents may arrange for a staff member to take the child to their classroom.

After school care

1. All children will be signed in by a staff member.
2. All children will be collected and signed out by a parent or approved person.
3. Children may not go home unaccompanied, *unless written consent is received*.
4. If a child booked in for the program has not arrived 10 minutes after school has finished, the staff person will inform the Director to find out why. The Director, who holds copies of children's enrolment forms with parent and emergency contact details. These details will be updated when changes are notified by parents.
5. The Director *or delegated authority* will investigate the reasons for the child's non-attendance by:
 - contacting the school front office
 - contacting the child's parents or emergency contacts.
6. When the child has been located, the Director will tell the OSHC staff member. If the child arrives at the service, the staff member will tell the Director immediately.
7. If the child cannot be found, the Director will ensure that the child's parents and the police are informed and advise the OSHC staff member.

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POLICY STATEMENT ON STAFF APPRAISAL

The Cobbler Creek OSHC Service aims to provide high quality child care through high quality work performance and high job satisfaction of staff. This policy provides a framework for achieving this through staff appraisal and work performance counselling systems.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. Staff appraisal system - the Service will operate with a staff appraisal system involving all staff. The system used will be agreed by staff and the management body.
2. Any staff appraisal system adopted by the Service must:
 - 2.1 provide for two way feedback on work performance and job satisfaction
 - 2.2 clearly state the expectations of each position, based on the job description
 - 2.3 identify key performance measures for each position
 - 2.4 use self evaluation as the central tool for assessing past performance
 - 2.5 have a positive focus geared to improving future performance
 - 2.6 be based on a process of ongoing constructive feedback and guidance
 - 2.7 involve a formal interview between each employee and the Director (or management representative for the Director's appraisal) at least annually
 - 2.8 identify individual staff training needs and career development goals
 - 2.9 include an agreed action plan as a result of the annual interview process, to be written and signed by both parties and implemented over the next year.
3. Staff and the Management Committee will jointly review the staff appraisal system at least every two years, to improve it or to move to a better system.
4. Work performance counselling -- some employees may experience difficulties in performing their work to the minimum standards required by the Service. In these situations, the Director (or management representative if it is the Director experiencing difficulties) may choose to provide work performance counselling. This is additional to the staff appraisal system.

5. The purpose of work performance counselling is to give extra support and guidance to staff to help them to meet the minimum required standards, and to assess the staff member's progress towards those standards.
6. The counselling should accord with the following principles.
 - 6.1 Use informal discussion initially, moving to formal counselling if the staff member's performance does not adequately improve within a reasonable period of time.
 - 6.2 Record formal procedures.
 - 6.3 Identify the problem areas.
 - 6.4 Develop and implement an agreed action plan that includes training, guidance and support for the staff member.
 - 6.5 Review progress - up to 3 periods of review no more than 3 months each, within any 24 months period.
 - 6.6 Maintain confidentiality.
7. A staff member who does not reach and maintain the required standards for her/his position after 3 review periods within a 24 months period may be dismissed for poor work performance.
8. Any decision to dismiss a staff member will be taken by the management body with full information from the management representatives who conducted the work performance counselling, and any information the staff member wishes to provide.
9. A staff member who is receiving work performance counselling has the right to a union representative or other support person present at any counselling sessions.
10. A staff member may appeal against any decision taken by the Director or management representative by using the grievance procedures.

Version History

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POLICY STATEMENT ON STAFF DISCIPLINE

The Cobbler Creek OSHC Service aims to achieve high standards of conduct and professional behaviour. We encourage and support staff to maintain these standards by fostering self discipline and commitment to high quality care and good working relationships.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. Definition - staff discipline refers to the personal behaviour and conduct of staff.
2. Staff need to understand the conduct expected of them. The Staff Professionalism policy (code of conduct) will be provided to each new staff member in her/his induction kit, discussed with her/him by the Director, and a copy kept in an accessible place for all staff at all times.
3. Where it appears that staff are unsure about the conduct expected of them, the Director should clarify this either personally or at a staff meeting.
4. Where a breach is reported or observed the disciplinary procedures should be used according to the following principles:
 - 4.1 In general, minor breaches of conduct should be handled informally by the Assistant Director or the Director, before formal procedures are used.
 - 4.2 The incident should be investigated to establish if a breach actually did occur.
 - 4.3 If so, the expectations of the Service should be clarified to make sure that the staff member understands her/his responsibilities.
 - 4.4 The staff member should be given guidance and the chance to improve.
 - 4.5 Where her/his behaviour improves to the required level no further action should be taken.
5. Where the disciplinary procedures fail to achieve the standard of behaviour expected of a staff member, that employee may, as a last resort, be dismissed.
6. Where after investigation and interview a staff member is found guilty of gross misconduct, being serious and wilful misconduct, s/he may be summarily dismissed.
7. A decision to dismiss an employee will be made by the Management Committee, based on full information from those involved in the disciplinary procedure.
8. A staff member undergoing disciplinary procedures will be informed from the beginning of her/his rights which will include
 - 8.1 a right of appeal to the Management Committee
 - 8.2 a right to assistance from her/his union or from another person of her/his choice.

9. Formal procedures must be clearly documented, with the documentation being kept securely and confidentially.
10. All members of staff or the Management Committee involved in a disciplinary process shall keep all information about the process confidential.

Version History

<i>Version No.</i>	<i>Date</i>	<i>Comment</i>	<i>Updated By</i>	<i>Pages</i>
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POLICY STATEMENT On Equal Employment Opportunity

The Cobbler Creek OSHC Service is committed to equality of opportunity for existing staff and in the appointment of new staff. The Service welcomes the contributions of staff from diverse backgrounds.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

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

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	1

POLICY STATEMENT ON Grievance Handling (included in Grievance Procedures Policy)

This policy aims to assist Staff and Management at the Cobbler Creek OSHC Service to resolve staff grievances effectively and agreeably to all concerned.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. Definition - a staff grievance occurs where a staff member believes s/he has been unfairly or badly treated by another person (not a child) at the Service or by a management decision, and wishes some action to be taken to remedy the situation.
2. In the interests of everyone concerned staff grievances should receive a high priority and should be resolved as quickly and effectively as possible.
3. All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
4. Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures.
5. A staff member raising a grievance has the right to have a union representative assist her/him at any stage in the process. S/he may have another person of her/his choice present at any meetings or interviews for moral support.
6. A staff member who has commenced a grievance process may withdraw and stop the process at any time without penalty.
7. No staff member should suffer any personal or professional disadvantage because s/he decides to pursue a grievance.
8. Every attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned.
9. Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until the grievance is resolved, then it should be destroyed (unless the outcome of the grievance requires that it be kept for a period of time).
10. The Management Committee may appoint one of its members, not a staff member or the Director, as a grievance officer to assist where the grievance procedures provide for her/him to do so.
11. All grievances should be handled according to the grievance procedures adopted by the Service.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	2

POLICY STATEMENT ON LEAVE

The Cobbler Creek OSHC Service aims to provide leave to staff in ways which benefit both staff and the Service. Staff are entitled to leave as provided by their industrial awards. The Service will especially try to support staff who need leave to fulfil their family responsibilities.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. Annual, sick, family and study leave provisions apply to staff employed on a permanent basis. Long service leave and leave without pay provisions apply to all staff.
2. Annual leave - the Director is responsible for allocating and approving annual leave, using a planned approach. However s/he should consult the Management Committee if s/he believes it is necessary to direct a staff member to take annual leave.
 - 2.1 Where staff are required for Vacation Care programs, annual leave will generally not be approved during school vacation times.
 - 2.2 The Director should notify the Management Committee six weeks in advance of any period of annual leave s/he intends to take.
 - 2.3 Staff should apply for annual leave, in writing, at least six weeks before the date they want to start leave.
 - 2.4 Where staff need annual leave at short notice for personal emergencies the Service will be flexible in trying to help meet the staff member's needs.
 - 2.5 The Director will give staff a written approval/non-approval for annual leave within two weeks of receiving the application.
 - 2.6 Once leave has been approved, it should only be changed by agreement between the staff member and the Director.
 - 2.7 Staff may take the annual leave due to them within six months of it becoming due, or by agreement with management within twelve months of it becoming due.
3. Sick leave -- the Director is responsible for approving sick leave applications.
 - 3.1 Staff will let the Service know as soon as possible if they are too ill to come to work, preferably before the start time of their shift.
 - 3.2 Staff must supply a medical certificate for sick leave of two or more days in a row.
 - 3.3 The Director has the discretion to approve sick leave of less than two days in a row without a medical certificate.

- 3.4 The Director may approve sick leave in advance only if it is for a scheduled medical procedure and the staff member supplies a medical certificate.
- 3.5 When a staff member needs more sick leave than the award allows, the Director may approve sick leave without pay if the staff member provides a medical certificate.
4. Family leave -- the Director has the authority to approve and administer the Family leave provisions of the Awards, but should advise the Management Committee of any family leave applications or variations to family leave.
5. Study leave -- the Director is responsible for administering the study leave provisions of the CCW Award, except for requests for long term study leave without pay. The Management Committee will consider these requests, as outlined above in 2.6.
6. Long Service Leave -- the Director is responsible for arranging and allocating long service leave. However s/he should consult the Management Committee if s/he believes it is necessary to direct a staff member to take long service leave.
 - 6.1 The Director should give at least two months notice to the Management Committee of when s/he intends to take long service leave.
 - 6.2 Staff should apply for long service leave at least two months ahead of when they want to take it.
 - 6.3 Staff should take long service leave as soon as they reasonably can after it falls due.
 - 6.4 The Service encourages staff to take their long service leave in a full block rather than splitting it.
7. Leave without pay - staff can apply for short or long term leave without pay for health, family, study or personal reasons.
 - 7.1 The Director has the discretion to approve leave without pay for periods of less than ten working days (short term leave).
 - 7.2 The Management Committee will consider requests for long term leave without pay (i.e. more than ten working days). Staff should apply in writing through the Director to the Chairperson of the Management Committee, where possible at least six weeks in advance, giving the reasons for the leave.
 - 7.3 The Director and/or the Management Committee will consider each case based on the needs of both the Service and the staff member.
 - 7.4 Staff should use all available paid leave before applying for leave without pay.

7.5 Leave without pay will not break service but will not count for accrual of benefits.

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STATEMENT ON STAFFING POLICY OBJECTIVES

The Cobbler Creek OSHC Service recognises that in providing high quality care for children our staff are our most valuable resource.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. As a minimum we will treat all staff in accordance with the relevant legislation and industrial awards.
2. We seek to attract, employ and retain professional staff through:
 - 2.1 fair selection procedures based on merit
 - 2.2 comprehensive induction of new staff
 - 2.3 maintaining a happy work environment and high staff morale
 - 2.4 providing as much job security as possible.
3. We aim to maintain a work environment that supports the physical, professional and personal needs of staff, to enable them to provide high quality care to the children and parents using the Service. We believe we can best achieve this by:
 - 3.1 good communication between staff, between staff and management, and between staff and parents
 - 3.2 a commitment by staff to developing good, supportive working relationships with each other
 - 3.3 staff involvement in decision making at all levels
 - 3.4 respect for the contributions of all staff, including different backgrounds, cultures, beliefs, levels of experience and qualifications
 - 3.5 maintaining skilled staff through staff development and training
 - 3.6 maintaining a work environment and work practices which are healthy and safe
 - 3.7 a commitment to equal employment opportunity
 - 3.8 recognising the role of unions in representing the industrial interests of staff
 - 3.9 making sure that staff, management and parents understand and follow Service policies and procedures.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	2

POLICY STATEMENT ON STAFF PARTICIPATION

Cobbler Creek OSHC aims to operate as an effective partnership between parents and staff. We encourage staff to participate in the decision making of the Service both formally and informally.

HOW POLICY WILL BE IMPLEMENTED

1. The Leadership Team encourages staff to participate in its discussions and decisions through:
 - 1.1 Including an elected representative of staff, to represent the views and interests of the staff in the deliberations of the *Advisory Committee*;
 - 1.2 Allowing staff to attend meetings of the *Advisory Committee* as observers by prior agreement of the Leadership Team;
 - 1.3 Involving staff in subcommittees and working parties.
2. Where practicable, selection panels will include an elected staff representative who is equal in all respects to the other panel members.
3. Staff meetings are the most practical means of enabling communication, consultation, support and some training and development within the staff team.
 - 3.1 Staff meetings will be convened regularly by the Director/Assistant Director.
 - 3.2 All staff are required to attend staff meetings, and will be considered to be on duty for the duration of the meeting.
 - 3.3 The duration and time of meetings should be agreed between the staff, Director and Leadership Team.
 - 3.4 All staff are encouraged to place items on the agenda and to discuss issues of concern to them.
4. Union representation - we recognise the right of staff to join their relevant unions, and to be represented by their unions both within and outside the Service.
 - 4.1 The Service will include information on union membership in the induction kit for new staff.
 - 4.2 The Director and *Advisory Committee* will recognise a union job delegate who is elected by union members at the Service, in accordance with the Child Care (SA) Award.
 - 4.3 Where a job delegate assumes the role for the first time, the Director will try to provide Trade Union Training Leave promptly to allow the job delegate to be trained in her/his role.
 - 4.4 Where the job delegate in her/his role meets with the Director or the *Advisory Committee* or any of its subcommittees s/he will be considered to be at work for the duration of the meeting.

5. Staff representatives and any member of staff required to attend meetings of the *Advisory Committee*, or any of its subcommittees or working parties will be considered to be on duty for the duration of such meetings.

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POLICY STATEMENT ON STAFF PROFESSIONALISM (Code Of Conduct)

The quality of care for children, good relationships among staff, the confidence of parents and the reputation of Cobbler Creek OSHC all depend on the professional attitude and behaviour of the staff and management. This policy aims to provide clear guidance to staff about the standards *Cobbler Creek OSHC* requires as a condition of employment.

HOW POLICY WILL BE IMPLEMENTED

1. Staff are expected to support the policies and procedures of *Cobbler Creek OSHC*. Where staff believe any of the policies or procedures need to be changed, they should first discuss it at a staff meeting and then have the staff representative suggest the change to the *Advisory Committee*. Meanwhile staff should continue to follow the existing policy and procedures.
2. Staff must know and follow the Child Protection Policy and Procedures.
3. Staff duties are described in their job descriptions. Staff should perform their duties to the best of their ability. If staff have trouble performing these duties to the required standard, they should ask for help from the Director.
4. Staff are expected to comply with their legal and industrial award obligations.
5. It is vital that *Cobbler Creek OSHC* be a healthy and safe environment for children, staff, parents and visitors. Staff must act in ways which do not endanger the health or safety of anyone, and should encourage healthy and safe behaviour in the children by setting a good example.
6. Good quality childcare relies on effective teamwork and good relationships among staff. Staff are expected to assist good working relationships by treating each other with courtesy, honesty and respect.
7. Conflicts between staff should be aired in private, and not in front of children, parents or other staff. Staff should seek help from the Director, or use the grievance procedures, if they are unable to resolve their conflict between themselves.
8. Staff should treat parents and children with courtesy, honesty and respect. Children arriving or departing from *Cobbler Creek OSHC* should be welcomed or farewelled by name. Staff should treat children equally and as individuals regardless of gender, race, family background, culture, religion or beliefs. Staff will be sensitive to the rights and feelings of the children.
9. Staff are expected to maintain and improve their skills through participating in the staff training and development opportunities provided by *Cobbler Creek OSHC*.
10. Staff must observe confidentiality in all circumstances involving children, parents, staff and visitors. Staff must not discuss any child or parent with any other parent or visitor, within or outside *Cobbler Creek OSHC*. In any situation where a staff member is not sure if information is confidential or not, s/he should check with the Director.
11. Staff are expected to attend work and return from breaks on time.
12. Staff should dress appropriately for their duties, with particular attention to safety. The Cobbler Creek OSHC uniform needs to be worn at all times. Appropriate footwear (*i.e. closed toe shoes*) must be worn to ensure the

safety of the children. No open toed footwear, *backless shoes* and high heeled shoes are to be worn. If staff are unsure of appropriate clothing and footwear, they need to seek clarification from the Director.

13. If the temperature exceeds 36°c open toes shoes are allowed to be worn. If staff are seen wearing open toed shoes below this temperature they will be reminded of the appropriate dress/footwear requirements.
14. Staff should use language which will not offend other staff, children or parents.
15. Staff must attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and staff may not smoke *on school premises*, in the building or anywhere within sight of the children. Staff should tell the Director if they are taking any prescription medication which may affect their capacity for work (e.g. causing drowsiness).
16. Staff are expected to come to work when they are fit enough to do so without risking injury or infection to themselves or the staff or children at *Cobbler Creek OSHC*. When staff are unwell or injured they should not attend work and if entitled may apply for sick leave or workers' compensation.
17. Staff should help each other to maintain high quality care and high standards of professionalism.

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(Note: where the Director is a level 6 they may facilitate the selection process but the responsibility for all recruitment, including relief staff must be delegated to a committee member)

POLICY STATEMENT ON STAFF RECRUITMENT

The Cobbler Creek OSHC Service aims to attract and employ the best available staff through fair advertising and selection procedures.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. When a vacancy arises the Management Committee will:
 - 1.1 decide whether the position should be filled on a permanent, fixed term, or casual basis
 - 1.2 constitute a selection panel to conduct the selection process
 - 1.3 delegate authority to the panel to make the appointment where the panel decision is unanimous
 - 1.4 approve the job description and selection criteria for the position prior to advertisement of the position
 - 1.5 determine the method of advertisement.
2. Advertising the position
 - 2.1 Vacancies should normally be advertised in the state or local press, depending on the position, but may also be advertised on a limited basis with a view to recruiting from within the following areas:
 - the pool of relief workers employed by the Service
 - Network SA newsletters or updates
 - employment agencies
 - TAFE campuses offering training to child care workers
 - other Childcare or OSHC Services in the region.
 - 2.2 Advertisements should invite written applications which include contact telephone numbers for two professional referees.
3. Selection Panel Membership
 - 3.1 The selection panel should normally consist of three members: a Management Committee representative (chosen by the committee), the Director and a Principal from either School.
 - 3.2 Where the staff team is too small to include a staff representative, it should then include two Management Committee representatives and the Director.

- 3.3 Where the vacancy is for the Director's position the panel should consist of two Management Committee representatives and a staff representative (not the outgoing Director).
4. Selection Panel Decisions
 - 4.1 The panel will keep a written record of its process and decision.
 - 4.2 Where the decision of the panel is unanimous, the panel has the power to make the appointment. (See1.3)
 - 4.3 Where all the panel members do not agree on the best applicant, the panel will refer the decision back to the management body. The management body will then determine a course of action appropriate to the circumstances (e.g. it may support the majority opinion of the panel, decide to reinterview with a different panel, readvertise the position, or other options).
 - 4.4 Under no circumstances should a position be offered prior to contacting two referees each for the main contenders.
5. Appointment
 - 5.1 A three month probationary period will apply to all new permanent employees and to new employees taking up fixed term positions of more than three months duration. This must be advised to the prospective employee at or before the offer of appointment.
 - 5.2 The successful applicant must present original copies of any prerequisite qualifications to the Director, (or Management Committee chairperson for the Director's position) prior to appointment. The Service will keep a photocopy of the documents on the staff member's personal file.
 - 5.3 The Service will make a formal written offer of employment to the successful applicant, outlining the terms and conditions of the employment being offered. This should be signed by the Management Committee chairperson or her/his authorised delegate. The offer will include an acceptance of employment to be signed by the employee, with a copy kept by the Service and by the employee.
6. Induction
 - 6.1 The induction process will be an ongoing process and should include
 - written information
 - introductions to existing staff
 - guided tour of the Service, and
 - discussion of working arrangements and expectations.

- 6.2 Before commencement the Director will provide new staff with an induction kit including
- the Service's philosophy and policies
 - code of conduct
 - a list of all current staff and their positions
 - a current list of Management Committee members and their positions
 - the terms and conditions of employment
 - union membership information
 - job description
- 6.3 The Director will show the new staff member around the Service and introduce him/her to any other staff.
- 6.4 The Director should explain the operations of the Service and answer any questions the new staff member may have, before s/he commences duties in her/his new role.

7. Probation

- 7.1 A new permanent staff member's employment will be confirmed if s/he successfully completes the three months probationary period.
- 7.2 The probationary period should be viewed as an opportunity to give and receive constructive feedback with the new employee, and to allow for adjustment within the new work environment.
- 7.3 A structured process of assessment and guidance should be followed.
- 7.4 The Management Committee will decide whether to confirm or terminate appointment after the probationary period, based on the recommendation of the Director.
- 7.5 Where the Director intends to recommend termination of employment, s/he must advise the staff member in enough time to allow the staff member to prepare her/his point of view for the Management Committee. The Management Committee will give the staff member the opportunity to present his/her point of view personally or in writing.

8. Fixed term positions

- 8.1 Where a vacancy is for a fixed term due to the extended absence of a staff member on maternity, study or other leave, the vacancy may be filled by employment of a staff member for the duration of the absence.
- 8.2 If the vacancy is for a period of less than three months, the Director may fill the position on a casual basis through the use of relief staff

and/or temporary performance of higher level work or alternative duties by existing staff.

- 8.3 Where a position is to be filled for a fixed term, this must be clear in any advertising and the dates of the term described clearly in the offer of employment.

9. Casual Staff

- 9.1 Where the regular hours of duty of a position are expected to be less than 15 hours per week, staff may be appointed on a casual basis.
- 9.2 Casual positions should be clearly advertised as such.
- 9.3 Staff appointed on a casual basis should have the casual basis of their position clearly explained to them personally and stated in their letter of offer, including casual pay loading, entitlement to long service leave, lack of sick leave and lack of annual leave.
- 9.4 Except where stated otherwise, the provisions of these policies and procedures apply equally to casual and permanent employees.

10. Relief staff

- 10.1 The Service will employ relief staff on a casual basis (as per 9 above) to fill short term vacancies or emergency absences.
- 10.2 The Director will keep a register of relief staff who are suitable for work at the Service.
- 10.3 Before a potential relief staff member is placed on the register, the Director and a Management Committee representative will:
- interview the person
 - check referees
 - see the originals and take copies of qualifications
 - establish fitness for childcare duties
 - ensure a formal written offer of employment is made as per 5.3.
- 10.4 The Director will provide a modified induction for all new relief staff which will include:
- a copy of the induction kit
 - an introductory tour of the Service
 - making sure the relief staff person is familiar with the code of conduct, the Child Protection Policy and the OHS&W Policy before s/he starts work at the Service.

- 10.5 If in an emergency no relief staff are available to work at the Service, the Director may contact another childcare or OSHC service and employ someone from its relief staff register.

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1.0		Reviewed by OSHC staff and the Advisory Committee. Format changed to numbered points	K. Love - Director	5

POLICY STATEMENT ON STAFF REHABILITATION

Cobbler Creek OSHC supports staff members who become ill or injured and need to return to work on a gradual or modified basis. This policy aims to assist ill or injured staff to return to work in a way that meets both their needs and the needs of *Cobbler Creek OSHC*.

HOW POLICY WILL BE IMPLEMENTED

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

1. Staff recovering from illness or injury may ask to return to work gradually or with modified duties, under a rehabilitation program.
2. The Director will be responsible for deciding if a rehabilitation program can be arranged and for managing the program.
3. If the Director believes that a rehabilitation program is viable for *Cobbler Creek OSHC*, then s/he and the staff member will jointly discuss and develop a program which will:
 - 3.1 be based on detailed medical advice about hours and acceptable duties
 - 3.2 detail the duties to be performed and the hours of attendance
 - 3.3 contain agreed goals and timeframes
 - 3.4 have regular review dates
4. The Director will consult with the staff in the affected work area to determine whether or not the program could work with their support.
5. Depending on the complexity of the situation, the Director may seek expert advice from a rehabilitation consultant, physiotherapist, or other treating practitioner.
6. If the program is likely to result in significant extra cost to *Cobbler Creek OSHC*, the Director should seek the *Advisory Committee's* approval before commencing.
7. A permanent staff member on a rehabilitation program will be entitled to sick leave for the hours that s/he is not working, as long as these are covered by a medical certificate.
8. If at any stage of the program the staff member appears to be unfit for the duties, the Director may request the staff member to visit her/his doctor for a reassessment of her/his capacity for work. The Director may require a medical certificate verifying the staff member's fitness before allowing her/him to resume duties.
9. The Director and the staff member should review the program regularly in joint discussions. They should amend it if progress is different from earlier expectations.
10. A rehabilitation program can only work with a commitment from both *Cobbler Creek OSHC* and the staff member. If the staff member does not honour her/his commitment to the program, the Director may cancel the program and

allow the staff member to return to work only when s/he is fit for full duties. If the staff member believes that *Cobbler Creek OSHC* is not honouring its commitment to the program s/he should use the grievance procedures.

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POLICY STATEMENT ON Staff Training & Development

The Cobbler Creek OSHC Service is committed to providing the highest quality child care through ongoing staff training and development.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

1. The Management Committee will allocate sufficient resources to meet the training priorities of the Service. This will be at least equal to 1.5% of the annual salary budget.
2. The Director is responsible for developing, implementing and evaluating an annual training plan for the Service.
3. This training plan will:
 - 3.1 include a training needs assessment, based on the staff appraisals for individual needs and consultation with staff and management for the Service's priorities
 - 3.2 be presented to the Management Committee annually before the annual budget is developed, to allow training to receive an adequate budget allocation
 - 3.3 ensure that training opportunities are provided equitably to all staff
 - 3.4 include a variety of methods of training delivery such as:
 - internal workshops for staff to share their expertise with each other
 - internal workshops conducted by outside presenters/experts
 - attendance by staff at external workshops, conferences and seminars
 - short courses provided by training organisations such as TAFE
4. Staff who attend external training will share the skills and knowledge they have gained with other staff where relevant.
5. Staff and the Director will evaluate all training activities against the training needs identified in the training plan.
6. Apart from study leave, staff will be considered to be at work for the duration of any training activity they attend under the Service's training plan.
7. The Service will meet the costs of any authorised training activity, apart from tertiary study.

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