



Policies & Procedures Manual

This Policy and Procedures Manual has been developed by Queensland Children's Activities Network (QCAN) in collaboration with, and using information provided by, Yeronga Outside School Hours Care. QCAN accepts no liability of what-so-ever kind or nature occurring from any recommendations made and/or implied in this document. All regulatory information and references are current at the time of production however, the onus is on Yeronga OSHC to ensure that a review of all National Laws and Standards is undertaken on a regular basis to ensure consistency. A regular review of policies contained within this document should be undertaken to ensure that they are consistent with regulatory requirements and current service practices.

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Service Philosophy

Yeronga Outside School Hours Care (YOSHC) is a community based childcare service licensed by the Yeronga State School P&C Association. We aim to provide an environment in which children's physical, emotional and social needs are met in a safe, caring and supportive way. The best interests of the child are the paramount concern. We provide care in a way that protects the child from harm, respects the child's dignity and privacy, and promotes the child's wellbeing.

Yeronga Outside School Hours Care provides a caring and safe environment from a child's first day of school (including before school care on that day) until the last day of holiday care in their final year of grade 7. Only students who fall into this time frame will be permitted to attend Yeronga OSHC.

We help our children learn through positive experiences and help them to foster personal responsibility. Our focus is on play based learning, with the promotion of the development of life skills and the fostering of a child's sense of being. YOSHC also recognises middle childhood as an important developmental stage and we encourage children to gain (or experience) the basic skills and motivations to support them in becoming confident and valuable members of the YOSHC community.

Family involvement is also important to us in our service; we encourage a harmonious relationship between all people involved in the care of our children. Guiding children through life with support helps them to become individuals who value others as well as themselves. We believe our children have the right to be happy, the right to be safe, the right to hear and be heard, and the right to learn.

Service Goals

Key goals for our service include:

- Providing all children with a safe, secure and inclusive environment by taking a collaborative approach utilising the special skills and expertise of our families, community and staff;
- Helping children to equip themselves with the life skills needed to be active members of the community through appropriate programming and activities;
- Providing a secure, stimulating environment for staff who share their talents and their time with us;
- Compliance with legislative requirements relating to a successful business by constant training and service review;
- Recognising and promoting the value of play and recreational activities which meet the developmental needs and interests of all children;
- Teaching children by example to have the responsibility to show respect to others and their property; and
- Providing ongoing professional development to all staff on issues relating to the care and wellbeing of the children.

Duty of Care

Yeronga State School P&C Association seeks to provide an environment which protects from harm. This applies to not only the children within the service, but also families, staff and others within the service community. Policies and procedures are available at the centre and on the YOSHC website (families are welcome to request an individual copy for themselves as well) for all families and staff within our service and adhered to during day-to-day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks, which may breach a duty of care owed to people attending Yeronga State School Outside School Hours Care.

Acceptance and Refusal of Authorisations

Yeronga State School P&C Association, as the Approved Provider, acknowledges the importance of ensuring parents/guardians/authorised nominees are aware of the process for authority to be given and/or refused for children to participate in relevant aspects of the program through the initial enrolment procedure. Such authorisations and/or refusals must be received in writing and will be handled in accordance with the service's Information Handling (Privacy and Confidentiality) Policy.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 1.1.2, 1.1.3, 1.1.4, 1.1.5; 2.1.4; 2.2.2; 2.3.2, 2.3.4; 6.1; 6.2.1; 6.3.1; 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Anaphylaxis Management; Arrivals and Departures of Children; Asthma, Bookings and Cancellations; Court Orders and the Release of Children in Care; Emergency Health and Medical Procedure Management; Enrolment; Escorting Children; Excursions; Extra-Curricular Activities; Incident, Illness, Injury or Trauma; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Medication; Observational Recording; Provision of Information; Sun Safety; Use of Photographic and Video Images of Children; Water Activities and Safety.*

Procedures

Through the service enrolment process families will have opportunity to give and/or refuse authority for the following (including but not limited to):

- Sharing of information, relevant to the care of their child (e.g. health, wellbeing and/or cultural requirements) amongst educators and/or support workers who are working within the YOSHC program;
- Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child;
- YOSHC educators to liaise with other health/medical professionals in relation to the care of their child;
- YOSHC educators to assist their child to apply sunscreen prior to outdoor activities;
- YOSHC educators to take photos of their child to record important events and special activities as part of the program.

Parent/guardian authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- Excursions;
- Extra-curricular activities; and
- Regular Outings.

Verbal authorisations will be accepted by the service however the following procedure will be implemented:

- Confirm the identity of the person providing the authorisation;
- Ensure the person is an authorised person on the child's enrolment form;
- Document the nature of the authorisation being sought/given; and
- Record the name of the person, how the identity was confirmed and the time and date of the verbal authorisation.

The YOSHC Nominated Supervisor may exercise the right of refusal if written or verbal authorisations do not comply with this policy or the necessary regulatory requirements.

The service will waive compliance with this policy where a child requires emergency medical treatment, such as in the case of an injury that requires an ambulance, or an unexpected asthma attack. The service

can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children's participation are contained within the relevant policies of this service (e.g. excursions policy, extra-curricular activities policy, escorting children policy).

Parents/guardians have the right at any time to change authorisations given to the service in relation to their child, and their child's participation in the program. This may be done through the completion of an updated enrolment form or other written authorisation.

Policy Developed: 12/2014; Ratified: 6/2016

Access for Families and Children

According to Australian Government Child Care Benefit legislation, Yeronga OSHC is principally for children whose parents work or study.

Specifically, Yeronga Outside School Hours Care provides care from a child's first day of school (including before school care on that day) until the last day of holiday care in their final year of grade 7. Only students who fall into this time frame will be permitted to attend Yeronga OSHC. Children who are younger than 4 or older than 14 are not eligible to attend Yeronga OSHC.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Education and Care Services Act 2013*
- *Public Health Act 2005*
- *A New Tax System (Family Assistance) Act 1999*
- *Duty of Care*
- *Australian Government Child Care Services Handbook*
- *NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1,6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Bookings and Cancellations; Communication with Families; Enrolment; Including Children with Special/Additional Needs.*

Procedures

If demand for places provided at Yeronga OSHC exceeds those available, priority of access will be given based on guidelines given by the Australian Government Department of Education. These priorities are:

- Priority 1 – a child at risk of serious abuse or neglect.
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the 'A New Tax System (Family Assistance) Act 1999
- Priority 3 – any other child.

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

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

If deemed necessary by the Yeronga OSHC Nominated Supervisor, children classified as a priority 3 enrolment will be required to forfeit their bookings to provide a place for a higher priority child. A period of two weeks' notice will be given to parents/guardians in these instances. This procedure is applicable for permanent bookings and casual bookings that have been booked at least 2 weeks in advance.

Families' priority placement is determined through information obtained from the enrolment pack and consultation with the Nominated Supervisor of the service. Families can request an appointment with the Nominated Supervisor to determine their priority placement.

The service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children's backgrounds and provide opportunities being sensitive to their needs. To enable children with special/additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

A waiting list system will be in place for periods when Yeronga OSHC cannot legally take additional children.

Policies and procedures of the service apply to all children. To enable children to participate in the range of activities at Yeronga OSHC, the Nominated Supervisor will invite and support all parents/guardians and their child/ren to meet with educators to review and evaluate how Yeronga OSHC is meeting their child's individual needs.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Anaphylaxis Management

Yeronga OSHC recognizes the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, shell fish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis.

It is known that reactions to allergens may occur through ingestions, skin or eye contact or inhalation of food particles.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Health (Drugs and Poisons) Regulation 1996*
- *Family and Child Commission Act 2014*
- *NQS Area: 1.1.5; 2.1.1, 2.1.4; 2.2.1; 2.3.2, 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Communication with Families; Cooking with Children; Emergency Health and Medical Procedure Management; Enrolment; Food Handling and Storage; Hygiene; Information Handling (Privacy and Confidentiality); Medication; Menu Development; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Parents/guardians will be requested, through the initial enrolment procedures (see Enrolment Policy), to ensure that the service is made aware of any allergies that their child may be suffering. Information regarding the triggers and severity of allergic reactions will also be requested.

Yeronga OSHC shall take appropriate action to minimize, where possible, exposure to known allergens where children have been professionally diagnosed with anaphylaxis and this information has been presented to the service with certification from a medical practitioner.

A risk minimisation plan will be developed and implemented to identify the possible exposure to allergens and how these will be managed and monitored within the service. All educators will be required to read and sign as having understood this risk management plan.

The medical conditions risk minimisation plan will be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to identify the possible exposure to allergens and how these will be managed and monitored within the service.

The plan will be tailored to suit the needs of each individual child in relation to their allergen.

An example of YOSHC minimizing the risk of exposure to a food allergen is given below: "To minimize the risk of exposure of children to foods that might trigger a severe allergy or anaphylaxis in susceptible children, our service will:

- Encourage children to keep their food, utensils and food containers to themselves (do not share these items with other children);
- Prepare food in line with a child's medical management plan;
- Request families to label all drink bottles and lunchboxes with their child's name;
- Consider whether it's necessary to change or restrict the use of food products in craft activities, science experiments and cooking experiences so children with allergies may participate;
- Instruct educators preparing food about measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food;
- Ensure that all food preparation areas and utensils are regularly cleaned and sanitised (as per Cleaning and Sanitising Policy);
- Monitor attendances to ensure that meals/snacks prepared at the service do not contain identified anaphylactic allergens when those children are in care;

- Where a child is known to have a susceptibility to severe allergy or anaphylaxis to a particular food, the service will develop policy and implement practice for the management of children, educators or visitors to the service bringing foods or products containing the specific allergen (e.g. nuts, eggs, seafood)”

The service will ensure that at least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children are being care for, and immediately available in an emergency, at all times that children are being cared for.

All children diagnosed with anaphylaxis shall have an Anaphylaxis Action Plan, outlining what to do in an emergency, developed in consultation with families, educators and the child’s medical practitioner. Each plan shall be displayed in a clearly accessible area and be approved by the child’s family/guardian.

Individual children’s health care and management plans shall be discussed on a regular basis with all educators at team meetings.

Each child shall have their appropriate medication accessible to educators in a secure location, inaccessible to children.

Each child’s medication shall be contained in its original container with a clear label indicating the child’s name, the appropriate dosage amount and rate.

The service will ensure all educators receive a copy of this policy, the Medical Conditions Policy and the Asthma Policy as part of their orientation/induction to the service

Risk minimisation practices will be carried out to ensure that the service is, to the best of our ability, providing an environment that will not trigger an anaphylactic reaction. These practices will be documented, discussed at team meetings and potential risks will be reduced wherever possible.

The service shall display a generic Action Plan for Anaphylaxis poster in a key location, visible to families, educators and visitors to the service.

Families may be requested to provide a spare EpiPen to be kept at the service, if arrangements for transportation between the child’s school/home/service are not suitable

A generic risk management strategy is in place to ensure:

- Medication is transported by a responsible adult person, and
- In circumstances where children arrive at the service without the required medication, appropriate procedures shall be followed to notify the family and endeavour to get the medication to the service as soon as possible.

Coordinators are required to familiarise themselves with this strategy upon acceptance of the role of Coordinator.

Anaphylaxis plans shall be reviewed annually or as required by governing authorities.

In the case of a child who has not been previously diagnosed with Anaphylaxis, procedures as per the Emergency Health and Medical Policy will be followed

Policy Developed: 11/2014; Ratified: 6/2016

Animals

Yeronga OSHC recognizes and acknowledges the role that animals may play in the lives of children therefore; any animals to be cared for on a regular basis at the service will only be done so after consideration of the varying health needs of children attending Yeronga OSHC.

From time to time, and for educational purposes (e.g. marine animal incursion, or 'Henry Penny' hatchlings), animals may be cared for temporarily with children given opportunity to share in the responsibility of looking after animals in care through feeding, watering and/or caring for them.

A person who owns or is responsible for the control of an animal is responsible if the animal (not being an accredited disability animal, guide dog, assistance dog or hearing dog) is in, or in the grounds of, a school, kindergarten, child care centre or pre-school centre without the permission of the person in charge of that place.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Duty of Care*
- *NQS Area: 2.1.3, 2.1.4; 2.3.1, 2.3.2; 3.1.1; 6.1.2; 6.2.1; 7.3.5.*
- *QLD Anti-Discrimination Act 1991 Policies: Communication with Families; General Health and Safety; Hygiene; Infectious Diseases; Preventative Health and Wellbeing; Program Planning.*

Procedures

Parents/Guardians will be requested to not bring animals to the service when collecting children.

Yeronga OSHC will only keep animals:

- Where they are appropriate to the program of the Service;
- If no children and/or educators are allergic to that type of animal;
- If permitted by local authority regulations, and;
- If the service has sufficient and adequate space and/or area for the safe keeping of the animal.

The Nominated Supervisor will ensure that any animal, which poses a health or safety risk to any child in the Service, is safely and responsibly removed as soon as possible.

Hand washing and hygiene procedures will be followed after the handling of all animals, whether the animal is part of the service program activities or a stray. Animals cared for by the service as part of program activities will have plenty of food, water, air, bedding and shelter.

Under the supervision of educators, the children will be encouraged to help with the care of the animals. No animals will be permitted in food preparation areas.

Stray animals

In the case of a stray domestic animal (e.g. dog or cat), educators will appropriately remove and restrain it (if safe to do so). Attempts will be made to contact the owners of the animal (if known) or local authorities for collection. Where possible, stray animals will be restrained in an area away from the children and provided with adequate water.

Wildlife

In the case of a wild animal (e.g. snake, possum, bird), educators will monitor the whereabouts of the animal to ensure it doesn't pose a risk to children and others. Attempts will be made to contact local wildlife authorities, if necessary.

Service evacuation and/or lockdown procedures may be implemented if the wild animal (e.g. snake, possum) is inside the YOSHC building or in an area that poses a risk to children and others.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Anti-bullying

As part of the Yeronga OSHC Behaviour Management and Support Policy, specific details in regards to the service's approach to issues of bullying are described within this anti-bullying Policy. The service has a duty of care to all children who attend as well as educators and others who work within the service.

Yeronga OSHC is committed to providing a safe and caring environment, which fosters respect for others. This service will not tolerate bullying behaviours. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Child Protection Act 1999 and Child Protection Regulations 2000*
- *Family and Child Commission Act 2014*
- *NQS Area: 1.1.5, 1.1.6; 2.1.1; 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.3, 5.2; 6.1.1, 6.1.3; 6.2.1, 6.2.2; 6.3.2, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Behaviour Management and Support; Communication with Families; Complaints Handling; Exclusion for Behavioural Reasons; Incident, Illness, Injury or Trauma; Information Handling (Privacy and Confidentiality); Observational Recording; Parent Conduct; Respect for Children; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Educators will be encouraged to:

- Model caring and tolerant behaviour towards children, parents and other colleagues;
- Manage all observed or reported incidences of bullying as set out in this policy under "Responding to a Bullying Incident";
- Monitor children's behaviour while participating in any of the service's programs or activities;
- Encourage children to report any incidents of bullying that they are either involved in and/or witness;
- Protect the target from further harm;
- Assist the bully to change his/her behaviour; and
- Keep a record of bullying behaviour by completing a service incident report.

Children will be encouraged to

- Report any incidents of bullying that they are either involved in or witness;
- Help someone who is being bullied;
- Do everything they can to keep the play safe and happy; and
- Use the strategies that they have been encouraged to use to deal with a bullying incident.

Parents / Guardians will be encouraged to

- Encourage their child to report if they are bullied;
- Watch for signs of bullying and speak to YOSHC educators if their child is being bullied or they suspect bullying;
- Work with YOSHC in seeking a permanent solution;
- Model caring and tolerant behaviour when interacting with children, educators and/or other parents; and
- Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident.

Responding to a Bullying Incident

Yeronga OSHC is committed to implementing positive and permanent solutions to bullying. Educators, children and parents will work together to stop all bullying as part of a 'no tolerance' approach.

In the event that an Educator needs to respond to an observed or immediately reported incident (either by witness, victim or third party), while such incident may still be occurring, the following procedure will be implemented:

- Educator will intervene and discuss with the children involved and witnesses. Mediation may be conducted between children with the aim to find an appropriate solution to the problem. Children are encouraged to use conflict resolution strategies. A back-up plan is considered in the event that the first solution proves unsuccessful.
- Agreed solution implemented. Back-up plan implemented if necessary.
- Incident recorded through appropriate documentation.

For reports of repeat incidents (either by witness, victim or third party):

- Child to meet with Co-ordinator. Appropriate documentation on incident and management details completed. Appropriate consequences for incident discussed and implemented. Child's parents notified.
- Monitoring of implementation of consequences.

Further offences may result in exclusion from the service, as per the Exclusion for Behavioural Reasons Policy. Re-attendance at the service may require an agreed behaviour contract.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Approval Requirements under Legislation

As part of the service risk management and compliance obligations, the Yeronga State School P&C Association and the Nominated Supervisor shall jointly be responsible to ensure that Yeronga OSHC complies with the Approval requirements under the *Education and Care Services National Law 2010 and Regulations 2011*.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 7.1.1, 7.1.4; 7.2.1; 7.3.1, 7.3.2, 7.3.3.*
- *Policies: Information Handling (Privacy and Confidentiality); Managing Compliance within the Service; Parents and Citizens Association; Quality Compliance; Service Supervisor Certificate; Space and Facilities Requirements.*

Procedures

Yeronga State School P&C Association has complied with regulatory conditions for Approved Providers and has been issued with a Provider Approval Certificate, which is displayed at the service.

Yeronga State School P&C Association has applied and been granted Service Approval to operate an education and care service from within the grounds of the Yeronga State School and will be responsible for the management of the Nominated Supervisor and other staff of the service.

As part of the Service Approval process, Yeronga State School P&C Association must delegate a Nominated Supervisor for the service. This delegation must be with their consent and put in writing to the Regulatory Authority.

As per regulatory requirements, notification must be given to the Regulatory Authority (Office for Early Childhood Education and Care) within 14 days of any changes to the Approved Provider or Nominated Supervisor of the service.

Whilst Yeronga OSHC is approved to provide child care, the Yeronga State School P&C Association and the Nominated Supervisor (Nominated Supervisor) are jointly responsible to ensure that:

- The Service complies at all times with the specific conditions of the approval applicable to the Service;
- The approval is renewed and kept current in accordance with legislation; and
- The relevant current Service Approval is kept on display at the Service whenever child care is being provided.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Arrivals and Departures of Children

For the safety and protection of children and in keeping with Duty of Care requirements, Yeronga OSHC has in place strict procedures relating to the arrival and departure of children attending the service. These procedures are necessary to protect all children, with all persons collecting children required to comply with these procedures.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area: 2.3.1, 2.3.2; 4.1; 4.2.1; 6.1.1, 6.1.3; 6.3.2; 7.1.1, 7.1.2; 7.3.*
- *Policies: Bookings and Cancellations; Communication with Families; Court Orders and the Release of Children in Care; Enrolment; Extra-curricular Activities; Information Handling (Privacy and Confidentiality); Maintaining Duty of Care – Non-Attending Children; Staff Orientation and Induction; Staff Ratios; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Hours of Operation

Before School Care:	7.00am to 8.45am
After School Care:	3.00pm to 6.00pm
Holiday Care/Pupil Free Day:	7.00am to 6.00pm

Procedures

Yeronga OSHC is responsible for a child from the time they have been signed in by an authorised person, until they have been signed out by an authorised person. With the only exception being when a child attends an extra-curricular activity outside of YOSHC during a session of care.

All children must be signed in and out on the attendance register by an authorised person. This person must be included on the child's enrolment form, otherwise an 'additional authorised person' form must be filled out with their details and signed by the parent/guardian.

The Yeronga OSHC Management Committee has determined a minimum age requirement for families' authorised nominees. That is, authorised nominees must be a minimum of 14 years of age to be authorised to pick up a child from YOSHC. The attendance register will record the child's name, time of arrival/departure and the name of the authorised person dropping off or picking up.

- **Before School Care:** All children must be signed in by an authorised person and signed out by an educator.
- **After School Care:** All children must be signed in by an educator and signed out by an authorised person.
- **Holiday Care:** All children must be signed in and out by an authorised person.

Absences and non-signature sessions will be noted on the QikKids database system and will need to be confirmed by an authorised person (other than YOSHC staff) upon the child's next attendance.

Children must not be dropped off at the school gates. They must be brought to the door of Yeronga OSHC and signed in by an authorised person. Yeronga OSHC takes no responsibility for children whose parents/guardians allow them to walk unsupervised to the service.

Cancellation of bookings will only be accepted from the child's Parents/guardians.

In an emergency a person who is not listed on the child's enrolment form may be required to collect a child, or a parent may request that a child leave the service alone. Permission, in this instance, must be given in writing, by email or fax. If the request is made via telephone, the parent/guardian will be

asked to email their authorisation of the emergency person and their details. An 'additional authorised person' form will be completed and must be signed by the parent/guardian when they next attend the service. The parent/guardian must provide the name and description of any such person concerned and proof of identity from that person will be required on arrival.

Educators will, where it is reasonably possible and without endangering any person, not allow children to leave the service unaccompanied, without permission or with a person not listed as an authorised person to collect. There may however be occasions in which the duty of care owed to the remaining children and educators at the service mean that educators are unable to prevent a child's departure. The Nominated Supervisor will contact the child's parent/guardian immediately in this event.

Children attending sporting lessons and other school-based before and after school activities must have a completed Activity Permission Form for each activity. There may be occasional instances where the child is permitted to attend an extra-curricular activity without the Activity Permission Form being completed, but upon verbal or emailed confirmation from the family that the child is able to attend. In this instance, the Activity Permission Form is to be completed when the parent/guardian next attends the service. Families must be aware that a child is only under the care of Yeronga OSHC whilst they are signed in and are attending at the service. For the duration of the activity and whilst a child walks to/from an activity they are not under the responsibility of Yeronga OSHC.

Late Arrivals and Departures

If a child booked in to Yeronga OSHC for after school care has not arrived by the time the Nominated Supervisor has finished signing in all the children (timing can vary depending on the number of children attending), Yeronga State School office will be contacted to see if there has been a change of care requirements by the parent/guardian or if a school bus (from an excursion) is running late. If the school is unaware of any such changes, the Nominated Supervisor will make further enquiries with the classroom teacher (if possible) prior to the parent/guardian being contacted on the phone numbers listed on the child's enrolment form, & if necessary emergency numbers listed on the child's enrolment form will be contacted.

Our service closes at 6.00pm. Parents/guardians are required to contact the service if they aren't able to collect their child by this time. If there's been no contact from parents/guardians or emergency contact persons by 6.20pm, advice will be sought from the Police/Department of Child Safety. There is also a late fee associated with late collections. See 'Late Collection Fees' under the Fees Policy.

On holiday care excursion days, the group will leave at the time stated on the excursion information form. Parents/guardians are requested to ensure children arrive at the service on time as there is no alternative care offered at the service on excursion days.

In the event there's no response from the child's parent/guardian or emergency contact numbers, advice will be sought from the Police and/or Department of Child Safety.

Children Leaving Without Permission

Yeronga OSHC has a comprehensive Behaviour Management plan and service rules which have been developed to ensure the safety of all children and educators. Children must stay within the school grounds and in approved areas as per the Service Approval requirements.

If a child chooses to leave the school grounds and designated areas, the Nominated Supervisor will assess the situation in relation to duty of care to the individual child and the remaining group of children. The parents/guardians of the child will be contacted immediately, as will police if deemed appropriate by the Nominated Supervisor.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016, 06/2017

Asset Management

Yeronga State School P&C Association acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to Yeronga OSHC in order to meet with the requirements of audit, insurance and for future planning.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Accounting Manual for Parents & Citizens Association*
- *NQS Area: 3.1.1, 3.1.2; 3.2.2; 7.3.2.*
- *Policies: Budgeting and Planning; Emergency Equipment and Facilities; Play Equipment and Resources; Purchasing.*

Procedures

An asset register shall be maintained which currently describes the property position of the service. The register shall include categories such as:

- Furniture;
- Electrical Equipment;
- Sporting Equipment;
- Utensils and Food Handling;
- Arts and Crafts (other than consumables).

Every fixed item purchased for the service (other than consumables) shall be entered into the register immediately following the purchase. The details to be contained in the register in respect of purchases shall include:

- Date of purchase;
- Item (Categorised);
- Purchase price;
- Supplier;
- Warranty terms (if applicable).

Items may be disposed of during the year for many reasons including damage, age or other reasons. In the event that items are disposed of or written off, such items shall be reported to the Yeronga OSHC Subcommittee using appropriate formats such as the financial report or Nominated Supervisor's report and shall be duly recorded in the asset register.

The register shall be reviewed and updated in accordance with the financial year of audit.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Asthma

Yeronga OSHC strives to provide a safe and suitable environment for all children attending the service. Children with particular health needs, such as Asthma, will be supported through the creation of an Asthma friendly environment in accordance with the recommendations of the Asthma Foundation of Queensland.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulation 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *Health (Drugs and Poisons) Regulation 1996*
- *NQS Area: 2.1.1, 2.1.4; 2.2.2; 2.3.2, 2.3.3; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Communication with Families; Emergency Health and Medical Procedure Management; Enrolment; General Health and Safety; Information Handling (Privacy and Confidentiality); Medication; Non-smoking; Preventative Health and Wellbeing; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Yeronga OSHC will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance at any place children are being cared for, and immediately available in an emergency, at times that children are being cared for by the Service.

The service shall provide opportunities for all educators to participate in and receive regular education on asthma and appropriate management strategies. As per the *Health (Drugs and Poisons) Regulation 1996*, a person is considered to have appropriate asthma management training if they have completed a training course, of at least one hour, and are issued with a certificate identifying the successful completion of training in the specific learning outcomes.

Families of a child identified with Asthma through the service enrolment process must provide an Asthma Action Plan completed in conjunction with their medical practitioner. This plan must include the following information:

- Individual asthma triggers;
- Types of medications used;
- Administering of medication (e.g. self-administering under supervision).

A medical conditions risk minimisation plan must be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to identify the possible exposure to allergens and how these will be managed and monitored within the service.

The service will ensure all educators receive a copy of this policy and the Medical Conditions Policy as part of their orientation/induction to the service

Educators will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within the service's risk management plan.

The service may also display a poster for asthma first aid management in prominent locations to alert educators and other participants in the service's activities.

An emergency supply of asthma medication may be held at the service for cases of emergency respiratory distress. A first aid qualified educator trained in emergency asthma management procedures can administer this medication.

An emergency asthma first aid kit will be stored in a location that is known to all educators, easily accessible to adults but inaccessible to children. The emergency asthma first aid kit will contain:

- An emergency supply of blue or grey reliever puffer;
- A spacer device that is compatible with the puffer.

Puffers and spacers from the emergency asthma first aid kit must be thoroughly cleaned after each use to prevent cross contamination

Risk minimisation practices will be carried out to ensure that the service is, to the best of our ability, providing an environment that will not trigger an asthmatic attack. These practices will be documented, discussed at team meetings and potential risks reduced, if possible.

All asthma medication provided by families and administered by educators must be in accordance with the Medication Policy of this service.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Behaviour Management and Support

Yeronga OSHC acknowledges that children come from a variety of backgrounds with diverse developmental needs and at various stages of socialisation. Behaviour support and management strategies play an important role in the smooth and safe running of the service and in particular, ensuring there is a safe environment for all.

The program delivered by Yeronga OSHC is based on the 'My Time, Our Place Framework for School Age Care in Australia'. The manner in which the program is delivered upholds the standards within this framework by implementing activities, routines and events that are designed to foster and encourage children's learning and development. Families, staff and children all have a role to play, as detailed in this Policy. Behaviour support and management are approached through:

- Consistency, understanding and supporting children to self-regulate their behaviour;
- Respecting each individual child, preserving and promoting their self-esteem; and
- Encouraging positive behaviour using praise and effective programming.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.5, 1.1.6; 2.1.1; 2.3; 4.1; 4.2.1; 5.1; 5.2; 6.1.1, 6.1.3; 6.2; 6.3.2, 6.3.3; 7.1.2, 7.1.4, 7.1.5; 7.2.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Anti-bullying; Children of Employees; Communication with Families; Complaints Handling; Educators Practice; Exclusion for Behavioural Reasons; Incident, Illness, Injury and Trauma; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Observational Recording; Respect for Children; Staff Ratios; Statement of commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Yeronga OSHC provides quality education and care for children through constructive, everyday interactions and shared learning opportunities from the basis of the relationships educators and Nominated Supervisors build with each child. These relationships provide a solid foundation from which to guide and support children as they develop self-confidence and the skills to manage their own behaviour, make decisions and relate positively and effectively with others.

Our service focuses on encouraging positive behaviour through open communication of the expectations in relation to acceptable behaviour. Yeronga OSHC values an environment that encourages children to act thoughtfully towards others.

The use of verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child as a form of punishment will not be used by educators at any time. Educators will only use physical restraining techniques in situations where a child is in danger of harming themselves or where harm may be caused to other children or educators.

Yeronga OSHC recognises the importance of communication between families and the service. It is important that all parents/guardians are aware of what is happening in the daily life of their child whilst in the care of Yeronga OSHC.

The service philosophy reflects the positive focus the service has in guiding children's behaviour. Educators are guided in understanding that children have needs both as an individual and as part of a group, and are trained in responding to these needs in ways that are effective and appropriate.

The children play a large role in the development and application of the service rules. The rules are kept to a minimum, easy to understand and focus on the safety and wellbeing of the children. Encouragement for following the rules takes place across all areas of the program and are displayed throughout the service.

Children are required to:

Listen to educators and follow instructions, consistent with our service rules and guidelines. Children are consistently encouraged by educators to follow the service rules, which are:

Respect:

- Speak to others politely;
- Listen to others and share with them;
- Speak and treat people the way you would like to be treated;
- Respect when others are playing;
- Take care of the property you're using;
- Aim to be patient, understanding, honest and courteous.

Responsibility:

- Take responsibility for your own words and actions;
- Replace equipment in its right place after use;
- Listen and follow directions given by educators;
- Be responsible for your own belongings;
- Play respectfully with others;
- Treat the service's property and others property as you would treat your own;
- Leave important toys and items at home.

Safety:

- Keep your hands and feet to yourself;
- Walk when inside the service and on the concrete;
- Stay where an educator can see you;
- Wear a broad brimmed hat when outside;
- Use equipment safely;
- Play games in suitable areas;
- Remember to Stop, Think and Act.

Families are required to:

Familiarise themselves with the behaviour expectations of the service and speak with their child regarding the service rules.

Be responsible for their child's behaviour while on the premises however, the rules of the service still apply and if a child is observed displaying inappropriate behaviour an educator may still apply the service behaviour management guidelines.

Speak with the Nominated Supervisor if there are any concerns regarding the behaviour of other children attending the service. Parents/Guardians are not permitted to approach other children within the service regarding behaviour incidents or issues.

Inform the service of diagnosed disabilities that may benefit from additional behaviour support.

Educators are required to:

Educators are trained in applying appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the Service. Through their practices when working with the children, educators are encouraged to:

- Model appropriate and desirable behaviours in their everyday interactions with their peers, children and other adults;
- Create environments that are conducive to supporting and promoting positive behaviour using guidance strategies to encourage & support the desired behaviour;
- Support children to develop their self-regulation skills by facilitating re-direction, providing alternatives and giving them choices;
- Actively and consistently implement the service's rules and behaviour expectations, encouraging and explaining socially acceptable behaviours for each individual setting and assisting children to make suitable choices regarding their behaviour;
- Acknowledge and guide children's efforts in solving problems, encouraging them to act positively and think about how others might feel;
- Guide children towards appropriate behaviour, using acceptable behaviour techniques.

In the event of behaviour guidance not being successful in curbing inappropriate behaviour, supervised reflection time may be used. The maximum period for this supervised time will be 10 minutes, or as defined by the child's individual behaviour plan. During this time the Nominated Supervisor will use a range of strategies to help the child reflect on their behaviour. This could be in the form of calming strategies (e.g. drawing, listening to music); the completing of a Feeling Map or Behaviour Reflection Sheet to build their understanding of their own emotions and how to manage them (if necessary) or to develop strategies/techniques (with the child) that focus on solutions and outcomes that work for the child and others around them; or other strategies.

Safe, enjoyable excursions are an important part of programming at Yeronga OSHC. The Nominated Supervisor reserves the right to withdraw children from excursions if their behaviour breaches the behaviour policies of the service or is posing a risk to themselves or others. Parents/guardians will be responsible for finding alternative care in such instances.

Individual behaviour support plans for children will be developed and implemented if deemed necessary by the Nominated Supervisor. Behaviour support plans will be developed collaboratively with the Nominated Supervisor, parent/guardian, child and other health/educational professional as required.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Bookings and Cancellations

Yeronga OSHC Management seeks to implement processes to ensure that the YOSHC service operates efficiently and effectively and that future planning considerations for the service are met through maintaining appropriate records and procedures for children's bookings and cancellations.

This will ensure that future needs of the service can be assessed through the maintenance of appropriate waiting lists and or availability of places.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Australian Government Child Care Service Handbook*
- *NQS Area: 4.1; 6.1.1, 6.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Access for Families and Children; Arrivals and Departures of Children; Communication with Families; Enrolment; Excursions; Fees; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Staff Ratios.*

Procedures

Before and After School Care

When bookings are made by authorised parties for children to attend the service, it shall be required that:

- The priority of access requirements are followed;
- A completed enrolment form is received for that child prior to their attendance at the service;
- Parents/guardians are aware of the service policies and procedures and have access to appropriate information in respect to the booking processes.

The Nominated Supervisor or other delegated educator will manage children's bookings and/or cancellations.

Permanent bookings shall be entitled to a reduced fee as per the fees policy. A permanent booking shall be defined by a regular pattern of attendance throughout each term, on one or more occasion per week.

Should the child not attend care due to illness or for any other reason, all fees associated with the permanent booking shall be required to be paid in full. A Child Care Benefit (CCB) and/or Child Care Rebate (CCR) will apply in accordance with allowable and approved absence provisions.

Casual bookings shall attract a higher fee due to the nature of the booking and irregular attendance pattern associated.

Casual bookings are only available to families where the service has approved spaces available. The service shall comply with reporting of bookings requirements as described by the Australian Government Department of Education through the Child Care Services Handbook.

Bookings are required by all families who seek to use the service on a permanent or casual basis. Changes to bookings and/or cancellations will only be taken:

- From a parent/guardian;
- Verbally or via email

If a message is received via the child, the parent/guardian will be contacted to confirm the change of arrangements.

Cancellation of permanent bookings for before and/or after school care must be made one week prior to the session starting or a fee, equal to the fee for that session will be charged. If a casual booking

for before and/or after school care is to be cancelled, cancellations must be made at least 24 hours prior to the start of the session.

If the child's booking hasn't been cancelled and the service makes attempts to locate the child, an additional non-cancellation fee of \$5 will be charged. It is important that the crucial time it takes trying to locate a child is spent on children who are supposed to be at YOSHC and have not arrived, as opposed to children who've safely been collected and YOSHC has not been advised.

Holiday Care

In addition to the above, Holiday Care and Pupil Free Day bookings will only be accepted through completion of the appropriate booking form distributed with the program. Holiday Care bookings taken after the specified cut-off date will be charged an additional late booking fee of \$5 per child/per day attending.

Holiday Care and Pupil Free Day bookings will only be accepted if the family account for all previous care is paid in full.

All fees in relation to Holiday Care must be paid at least one week in advance.

Cancellations made with less than 7 days' notice will be charged the full fee for the session, including any incursion/excursion costs.

Cancellations made with 7 days' notice or more, will incur a fee equal to half the standard daily cost, plus any additional incursion/excursion costs.

Absences from Child Care

Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the current Child Care Service Handbook.

"Families will get CCB and CCR for 42 absence days per child each financial year. These can be for any reason and will not require proof"- mychild.gov.au

Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). Absences cannot be recorded for a child before the child has begun care or after a child has left care.

Additional Absences

Absence days taken for the following reasons, after the initial 42 absence days have been used, are called 'additional absence days'.

- Illness (with a medical certificate);
- Non-immunisation (with written evidence);
- Rostered days off/rotating shift work (with written evidence);
- Temporary closure of a school or pupil-free days;
- Periods of local emergency;
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation);
- Attendance at preschool (specific conditions apply);
- Exceptional circumstances.

There is no limit on the number of these days for which CCB may be paid as long as:

- They are taken for the reasons specified above, and
- Supporting documentation (where required) is provided, and
- They are days on which care would otherwise have been provided.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Budgeting and Planning

To ensure effective and efficient management of the service, the Yeronga OSHC Subcommittee and Nominated Supervisor shall work together to develop an effective and responsible budget for the ongoing operation of the service, which is then presented to the Yeronga State School P&C Association for approval.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Accounting Manual for P&C Associations*
- *Support Guide for P&C's*
- *NQS Area: 3.2.2; 6.1.2; 7.1.1, 7.1.3; 7.2.3; 7.3.1, 7.3.2.*
- *Policies: Emergency Equipment and Facilities; Excursions; Fees; Play Equipment and Resources; Program Planning; Purchasing; Space and Facilities Requirement; Staff Leave and Entitlements; Staff Recruitment and Employment; Staff Ratios; Staff Retention; Staff Training and Professional Development; Strategic Planning; Transport for Excursions.*

Procedures

Budgets will be prepared, in advance, by the Nominated Supervisor, Administrator and Yeronga State School P&C Association Subcommittee and submitted to the Yeronga State School P&C Association for approval.

Budgets will take into account the need for appropriate and adequate employees, facilities, equipment, maintenance and the requirements of these Policies and Procedures.

Budgets will also take into account the professional development needs of educators at the service with a yearly allocation for training relating to their job role.

Service budgets will be used in the strategic planning process to ensure allowances are made for major items of expenditure such as replacing computers, resources and/or furniture.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Children of Employees

Yeronga OSHC strives to provide a supportive environment for all families and children using the service.

This is extended to children of employees who attend the service however; Yeronga OSHC also acknowledges the complexities that may arise when children of employees are participating in the service's program and activities. This policy strives to articulate a model for best practice when employees are providing direct care to their own children in the course of their employment within the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 1.1.5; 4.2.1; 5; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Access for Families and Children; Behaviour Management and Support; Enrolment; Exclusion for Behavioural Reasons; Staff Role and Expectations.*

Procedures

Children of employees shall be permitted to be enrolled in and attend the service using the priority of access guidelines as defined in this policy and procedure document.

Children of employees must be eligible to attend a school age care program as described by relevant legislative instruments, namely the *Education and Care Services National Law 2010 and Regulations 2011*.

Employees shall be expected to professionally carry out all duties as expect of them while they are employed in the service regardless of the attendance of their own children.

Children of employees shall be provided with consistent care, consideration and involvement in the service as any other child participating in the program. The behaviour of children of employees shall be managed in accordance with Yeronga OSHC policies and procedures and consistent with any other child participating in the program.

If the employee's child has been excluded from the school, the Nominated Supervisor will:

- Contact the school to confirm exclusion;
- Speak with the Principal to discuss if exclusion should apply at the YOSHC service;
- Contact the employee to notify of outcome.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Children's Media Viewing

Yeronga OSHC recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interest of children attending YOSHC.

Therefore this policy aims to establish guidelines for children's media viewing while attending the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Child Protection Act 1999 and Child Protection Regulations 2000*
- *Copyright Act 1968*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Duty of Care*
- *NQS Area: 1.1.1; 1.1.2; 1.1.3; 1.1.5; 1.1.6; 2.3.1; 2.3.2; 4.2.1; 5.1.3; 5.2.1; 6.1.2; 6.2.1; 7.3.5*
- *Policies: Children's Property and Belongings; Communication with Families; Creative and Expressive Arts; Enrolment; Excursions; Play Equipment and Resources; Program Planning; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Definitions

'Media': refers to the communication channels through which news, entertainment, data or promotional messages are circulated. Media includes every broadcasting medium such as newspapers, magazines, TV, radio, billboards, direct mail, telephone, fax and internet. 'Media' also includes data stored on a device (such as USB, SD card, external hard drive etc.) or in a 'cloud' like storage area.

'Copyright' is the legal right granted to an author, composer, playwright, publisher, or distributor to exclusive publication, production, sale, or distribution of a literary, musical, dramatic, or artistic work.

Service Responsibilities

To ensure compliance with the relevant Copyright Laws, Yeronga OSHC will ensure they hold current licences for:

- The 'public' viewing of films, DVDs, videos and television; and
- The 'public' performance, broadcast or communication of music

Yeronga OSHC will ensure that children's media viewing is incorporated as part of a varied and balanced program designed to best care for the children and enhance their experiences while attending the service.

Yeronga OSHC will collaborate with families and children in setting guidelines for media viewing within the program. Strategies implemented may include designated times for media and/or technology viewing.

Yeronga OSHC will ensure that all material viewed by children as part of the educational program is age appropriate and consistent with the Australian Film and Literature Classifications:

- (G) - the content is **very mild** in impact and is for general viewing. However, some G-classified films or computer games may contain content that is not of interest to children; or

- (PG) – the content is **mild** in impact however, films and computer games may contain content that a parent or caregiver might need to explain to younger children as it may be confusing or upsetting to them.

Through the family enrolment process, written permission will be sought from parents/guardians relating to the classification of media viewing material accessible to their child/ren whilst in care at the service.

Educator Responsibilities

Educators will ensure that all material viewed by children, whether provided as part of the service program or bought from a child's home, is age appropriate and consistent with the Australian Film and Literature Classifications (G) or (PG).

Educators will encourage children to only bring videos, DVDs, games or music that are suitable for YOSHC.

Family Responsibilities

Parents/guardians will ensure that all videos, DVDs, games or music bought to the service by their children are consistent with the Australian Film and Literature Classifications (G) or (PG).

References:

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Raising Children Network. (2012, February). *Screen Time and Children*. Retrieved from Raising Children Network - the Australian Parenting Website: <http://raisingchildren.net.au/articles/screen time.html>

Policy Developed: 10/2014; Ratified: 6/2016

Children's Property and Belongings

Yeronga OSHC acknowledges that children will bring certain items of personal belongings to the service. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with bringing those belongings.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Duty of Care*
- *NQS Area: 1.1.5, 1.1.6, 1.2.1; 2.3.2, 2.3.4; 5.1.1; 6.1.1*
- *Policies: Children's Media Viewing; Communication with Families; Complaints Handling; Enrolment; Excursions; Information Technology; Respect for Children; Sun Safety.*

Procedures

Parents/guardians shall be responsible for providing their child/ren with appropriate belongings required for active participation in the service. Such property may include (but isn't limited to):

- Footwear;
- Clothing;
- Hats;
- Bags, lunch boxes and water bottles.

All personal property and belongings shall be clearly named or labelled.

The service shall inform the family of appropriate personal belongings required for their child's effective participation in the service activities.

The service shall not take responsibility for any of the children's personal property or belongings, but will endeavour to:

- Actively encourage children to care for their belongings;
- Remind children appropriately when belongings need to be placed in storage e.g. lunch box into bag;
- Provide suitable storage to keep safe (at parent/family or child request) any item of personal belonging which is either special, expensive or at risk of being damaged;
- Ensure that participation in service activities and experiences does not wilfully damage belongings;
- Provide protective equipment such as painting smocks for relevant activities.

Throughout special program times i.e. Holiday Care or Pupil Free days, the children may (on occasion) be able to bring with them personal belongings other than day to day necessities e.g. games & toys. This shall be done solely at the discretion & responsibility of the parent/guardian. No responsibility shall be taken whatsoever for any items brought to the service which become lost or damaged as a result.

Parents/guardians and children will be encouraged not to bring mobile devices such as iPads, game consoles and mobile phones to the service. Educators are not able to monitor usage of children's personal mobile devices with access to internet and/or social media while at the service.

The service shall provide appropriate storage for lost property which shall be available to children and families at all times.

Any grievances or concerns relating to lost, damaged or stolen property of the children shall be documented and followed up, in accordance with the grievance and complaints procedure.

The Nominated Supervisor reserves the right to retrieve any items children bring from home and store them in the office until the child is picked up.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Children's Toileting

Yeronga OSHC recognises the need to ensure the safety of all children whilst accessing the toilet and acknowledges that from time to time, children may require additional support and assistance if they are unable to toilet independently. Thus the service management seeks to ensure that the personal health, hygiene and safety of children and educators are supported, through the consistent implementation of the following procedures to protect children from risk of harm or injury.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Family and Child Commission Act 2014*
- *NQS Area: 1.1.5; 2.1.1, 2.1.3; 2.3.1, 2.3.2; 4.1; 4.2.1; 5.2.3; 6.1.1; 6.3.3; 7.1.2; 7.3.1, 7.3.5. Policies: Communication with Families; Excursions; Hygiene; Including Children with Special/Additional Needs; Respect for Children; Space and Facilities Requirements; Staff Ratios; Staff Role and Expectations; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and holiday care.

Children shall have access to the toilets located within the YOSHC building and as such, will be within a supervised area whenever utilising them.

Adults shall have access to the toilets located within the YOSHC building. Adults are directed to utilise the disabled toilet as it is an adult sized toilet.

Should the primary facilities become unavailable then other toilets may be accessed, in this instance children will be escorted to the toilet by an educator, as per excursion procedures.

Educators shall be required to support the personal hygiene of children with toileting when it becomes known to them that a child is in need of assistance.

If a child is involved in a personal hygiene incident, the parents/guardian will be notified at the Nominated Supervisors discretion and shall have the opportunity to collect the child.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes and pull ups if necessary.

Assisting children with toileting

Educators shall notify the Nominated Supervisor that a personal hygiene incident requires their support and, where possible, a second educator may be called to be present during the toileting support. Gender and developmental consideration should be given to the situation in ensuring the most appropriate educators manage the situation and that the process is open and transparent.

Educators shall support children's emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child. Nor should they become forceful in their assistance to children.

Educators shall assist children to toilet and follow hygiene procedures by:

- Encouraging children (if able) to clean themselves independently through provision of suitable wipes and means of disposal (wipes are not suitable for flushing).
- Ensuring hands are cleaned and sanitized and gloves are generally worn.

All educators shall be provided with training and support to assist in toileting children, particularly in the case of children with high support needs. This may be through written communications, direct training and/or meetings.

Toileting on excursions

For the purposes of excursions, the following procedures shall be implemented to ensure the health and safety of children while using the toilet:

- A risk assessment will be conducted prior to the excursion and all educators will be provided with relevant information for the day;
- On arrival at the venue, the toilet cubicles shall be checked for safety by an educator before being used by the children;
- Educators will ensure that the service communication procedures are followed when escorting children to a toilet in an alternate area.

If educators are required to escort children to the toilets during excursions:

- Educators shall observe practices to ensure that they are not placing themselves in a compromising situation while escorting children to the toilet area and shall ensure that a minimum of two children are escorted at any one time;
- Where the toilet is out of direct supervision of educators, children shall be escorted frequently, or as required;
- A minimum of two educators shall be present when possible to supervise children's use of the toilets.

Policy Developed: 10/2014; Ratified: 6/2016

Cleaning and Sanitising

Yeronga OSHC acknowledges the need to provide a healthy and safe environment, equipment and workplace for educators, children, families and visiting community members. Cleaning and Sanitising is an important aspect of this process and will be applied to all areas within the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *Food Act 2006*
- *Australia New Zealand Food Standards Code*
- *NQS Area: 2.1.3, 2.1.4; 3.1.2; 4.2.1; 7.1.2, 7.2.3, 7.3.2, 7.3.5.*
- *Policies: Anaphylaxis Management; Food Handling and Storage; First Aid Waste Management; Food and Nutrition; Hygiene; Preventative Health and Wellbeing; Staff Orientation and Induction.*

Procedures

The service shall implement a schedule of regular cleaning and sanitizing to ensure all equipment, toys and furniture are clean and hygienic for use.

An appropriate cleaning and sanitising process shall be applied in the following 'high risk' areas/circumstances:

- Bathrooms, Toilets and basins;
- First Aid Waste Management, and;
- Areas where bodily fluids have been spilt.

Food preparation utensils and eating equipment shall be cleaned and sanitised predominantly using the service dishwasher. Equipment and/or utensils not being cleaned in the dishwasher will be cleaned and sanitised using the following procedure:

- Pre-clean – scrape, wipe or sweep away any food scraps and rinse with water;
- Wash – use hot water and detergent to take off any grease and dirt, soak if needed;
- Rinse – wash off any loose dirt or detergent foam;
- Sanitise – use a sanitiser to kill any remaining germs;
- Final Rinse – wash off sanitiser (read manufacturer instructions to see if you need to do this step);
- Dry – allow dishes to drip dry whenever suitable.

The Nominated Supervisor shall ensure that educators have received instruction on use of the dishwasher and that the installed dishwasher has:

- A properly functioning temperature-activated sanitizing cycle that has to sense a temperature of 65.6°C or above before the machine advances to the next step; or
- A water inlet temperature above 68°C if the machine has no sanitizing cycle or has a sanitizing cycle and forced airflow drying.

Please note: This policy and procedure shall not apply to general use/general purpose areas within the service such as tables, chairs, cupboards etc. unless the above-listed circumstances apply. Food consumption areas are not considered for the intent of this policy a 'high risk' circumstance.

REFERENCES

Australia New Zealand Food Standards Code – Chapter 3 (Appendix 4) – Cleaning and sanitising surfaces and utensils.

Queensland Health Cleaning and Sanitising (Food Industry Fact Sheet 11) accessed 23/06/11
<http://www.health.qld.gov.au/ph/documents/ehu/14926.pdf>

Policy Developed: 11/2014; Ratified: 6/2016

Communication with Community

Yeronga OSHC recognizes and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community. Yeronga OSHC encourages and welcomes feedback made by the community regarding programming and other relevant areas.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 6.2.2, 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.5.1.*
- *Policies: Access for Families and Children; Communication with Families; Complaints Handling; Diversity, Inclusion, Culture and Reconciliation; Infectious Diseases; Information Handling (Privacy and Confidentiality); Parent and Community Participation; Parents and Citizens Association; Shared Facilities; Staff Online Social Networking; Strategic Planning; Volunteers and Students.*

Procedures

The Nominated Supervisor is responsible to ensure that the Service holds current contacts and information on relevant community resources, and that educators are made aware of them through regular team meetings and the Educator Handbook.

Families have access to information on relevant community resources for their children, and the Nominated Supervisor ensures that they are indeed available on request by parents/guardians.

Community members are invited to comment on the service and will have access to meet with the Nominated Supervisor by appointment (provided that parents and children of Yeronga OSHC are the greater priority), to discuss any issues or concerns with respect to the service.

The Nominated Supervisor will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

All media releases for Yeronga OSHC are to be approved by the Nominated Supervisor and Yeronga State School P&C Association. In the case of an incident involving employees, children or other people associated with Yeronga OSHC only the Nominated Supervisor and/or Yeronga State School P&C Association representative will be authorised to make any comment.

Any deficiencies in Yeronga OSHC which are identified through this process, and can be rectified, will be taken into account by modifying or enhancing these policies and procedures, or the program, as deemed appropriate.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Communication with Families

Yeronga OSHC recognizes and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance the service provided. Families are welcome to attend the service during operational times and are encouraged through a variety of ways, to voice any concerns in a way that will assist us to provide a better service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 1.1.4, 1.1.5; 2.1.1, 2.1.4; 2.2.1, 2.2.2; 4.1; 4.2.1; 6.1; 6.2; 6.3.2, 6.3.3; 7.1.5; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Access for Families and Children; Anaphylaxis Management; Arrivals and Departures of Children; Asthma; Behaviour Management and Support; Bookings and Cancellations; Children's Media Viewing; Children's Property and Belongings; Complaints Handling; Court Orders and the Release of Children in Care; Emergency Health and Medical Procedure Management; Enrolment; Escorting Children; Exclusion for Behavioural Reasons; Excursions; Extra-curricular Activities; Fees; Food and Nutrition; Homework; Incident, Illness, Injury or Trauma; Including Children with Special/Additional Needs; Infectious Diseases; Information Handling (Privacy and Confidentiality); Information Technology; Medication; Observational Recording; Parent and Community Participation; Parents and Citizens Association; Parents and Citizens Association YOSHC Subcommittee; Parent Conduct; Promoting Protective Behaviours; Provision of Information; Service Closures; Sun Safety; Use of Photographic and Video Images of Children; Water Activities and Safety.*

Procedures

For new families at the Service, the first point of contact will be the Nominated Supervisor, who will meet with the parents/guardians and the child to discuss the Service and the child's needs. This allows for the family and child to gain an understanding of how the service operates with expectations of all parties able to be discussed and clarified. A Family Information Package will be given to families at this interview, detailing key policies and service information.

Parents/Guardians will have access to meet with the Nominated Supervisor by appointment, to discuss any issues or concerns with respect to their child and/or the service. Information is available to families about their child which includes documentation of their child's learning, development and participation in the program.

Information provided by families relating to their child's participation in the program will be documented and stored as appropriate.

The Nominated Supervisor will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information. Any deficiencies in the service which are identified through this process, and can be rectified, will be taken into account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

Yeronga OSHC gains feedback from families through a range of media and personal interactions. Changes and improvements recommended via this process will be included in the service's Quality Improvement Plan where appropriate.

Information for families on the service program and other relevant subjects will also be communicated through:

- Emails to families; and/or
- newsletters; and/or
- parent sign in and notice board area; and/or
- meetings between Nominated Supervisor/educators and parents/guardians; and/or
- targeted notices written by the Nominated Supervisor, and approved by the Management Committee;

The Yeronga P&C Association YOSHC sub committee meetings are held regularly throughout the year. Parents are welcome to attend and contribute to these meetings. Reminder notices and relevant information from these meetings is distributed to families as per above.

Parents and Guardians have rights and responsibilities associated with their involvement in Yeronga OSHC.

Parents/Guardians have a responsibility to:

- Encourage their children to display positive behaviour;
- Encourage their children to abide by the Yeronga OSHC Rules of Behaviour;
- Provide support and feedback regarding the Yeronga OSHC Rules of Behaviour;
- Consult with the Nominated Supervisor or educators at a mutually convenient time about any concerns, ensuring interactions are respectful and courteous ; and
- Conduct themselves in a way that does not make others feel threatened. This includes shouting, swearing or intimidating behaviour.

Parents/guardians have a right to:

- Be respected and recognised as the major influence upon their child's development;
- Be able to express themselves on matters of service policy;
- Meet with the Nominated Supervisor, educators or service Management at a mutually convenient time; and
- Be offered the same courtesy and respect within the service as others.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Complaints Handling

To ensure service provision is in keeping with these Policies and Procedures and other applicable requirements, Yeronga OSHC invites comments and complaints from children, parents/guardians, employees and the community. Grievances from families or community members are respected and treated fairly and with a genuine desire to resolve any grievances wherever possible.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2; 7.3.*
- *Policies: Access for Families and Children; Anti-bullying; Behaviour Management and Support; Bookings and Cancellations; Children's Property and Belongings; Communication with Community; Communication with Families; Exclusion for Behavioural Reasons; Excursions; Food and Nutrition; Information Handling (Privacy and Confidentiality); Parent Conduct, Provision of Information; Staff and Student/Volunteer Grievances.*

Procedures

The Yeronga State School P&C Association will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

The Nominated Supervisor shall be the first contact for all complaints however, if it is not appropriate for the complaint to be made to the Nominated Supervisor, the complainant will have direct access to the Yeronga State School P&C Association via the delegated Grievance Liaison. The Nominated Supervisor will permit and, if appropriate, encourage the complainant to do so.

Initial contact with the Yeronga State School P&C Association Grievance Liaison Officer may be via phone however, if necessary, a meeting may be arranged to discuss the complaint.

The Nominated Supervisor will seek to resolve all genuine and reasonable grievances in the most appropriate way possible in consultation with the complainant and will ensure that the Grievance Liaison is present during any organised meetings to discuss a complaint (if necessary). Discussions with the complainant will not be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided as far as possible. The Nominated Supervisor may make and keep a confidential written record of such discussions.

If the grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to the Grievance Liaison for further action. This will instigate the following formal procedure:

- Notification of receipt of the complaint will be sent to the complainant and a copy of the official written complaint will be provided to the Grievance Liaison;
- Yeronga OSHC Grievance Liaison will notify the P&C Association executive for a determination to be made, which may include:
 - Providing opportunity, in writing, for other named parties to meet with Management to discuss details of grievances tabled; and/or
 - Seeking the services of a professional association for advice, support and/or assistance.

In the event of a complaint against an employee or volunteer, which if proven, would constitute a criminal offence resulting in the cancellation of their blue card, the employee or volunteer will be removed from contact duties and given alternative duties to perform until the matter is fully investigated.

In the event of such complaints, the Grievance Liaison will immediately contact the P&C Association President who will seek advice from an Employers Association. If the matter remains unresolved within two weeks of the written grievance, the Yeronga State School P&C Association will review the case and determine a course of action in line with relevant legal and industrial advice.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Cooking with Children

Yeronga OSHC acknowledges the value of offering experiences that develop children's life skills as part of the program including food preparation and cooking experiences. The service also recognises that children's competence and skill level with food preparation and cooking activities will vary, therefore effective risk assessment and management procedures are implemented to ensure children's safety.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1, 2.1.3; 2.2.1; 2.3.1, 2.3.2; 3.1.1, 3.1.3; 3.2.2; 4.1.1, 4.2.1; 5.1; 5.2.1; 6.1.2; 6.2.1; 7.3.5.*
- *Policies: Anaphylaxis Management; Communication with Families; Emergency Equipment and Facilities; Food Handling and Storage; Food and Nutrition; Hygiene; Menu Development; Observational Recording; Play Equipment and Resources; Program Planning; Risk Management and Compliance; Space and Facilities Requirements; Staff Ratios; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Cooking experiences will be regularly provided as part of the service program to enhance children's life skills and provide an opportunity to promote healthy eating.

When planning cooking experiences for the program, educators will ensure healthy food options are considered as first preference with occasional foods being kept to a minimum.

Cooking experiences are identified on the risk assessment for the kitchen area with consideration given to the following:

- Ages of the children participating;
- Number of children participating;
- Ingredients and allergies;
- Cooking utensils available;
- Exposure to extreme heat;
- Hygiene; and
- Food preparation practices.

Policy Developed: 11/2014; Ratified: 6/2016

Court Orders and the Release of Children in Care

Yeronga OSHC recognizes and acknowledges the diverse and changing circumstances of children's families and shall endeavour to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Family Law Act 1975*
- *Privacy Act 1968*
- *NQS Area: 2.3.2; 4.2.1; 6.1.1, 6.1.3; 6.2.2; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*

Policies: Arrivals and Departures of Children; Communication with Families; Enrolment; Information Handling (Privacy and Confidentiality); Staff Orientation and Induction; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.

Procedures

Yeronga OSHC shall request that all families provide, upon enrolment of their child/ren, certified copies of any legal documents, court orders or parenting plans which may impact on the service to implement a duty of care.

Yeronga OSHC shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents court orders or parenting plans which may impact on the service to implement a duty of care.

The Nominated Supervisor shall inform all educators of the intent of the court orders and/or parenting plans whereas it applies to them and impacts on their capacity to manage their own duty of care and that of the service towards the child/ren and family.

Families attending Yeronga OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. Yeronga OSHC shall endeavour to release children within the conditions as outlined in the certified documents and/or orders.

The Nominated Supervisor may contact relevant authorities with concerns or questions in regards to a particular family's case/circumstances to ensure YOSHC is following correct procedures.

Yeronga OSHC shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children. Educators shall respect and maintain the confidential nature of the documents through application of privacy laws.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan or as advised by a relevant authority.

Policy Developed: 11/2014; Ratified: 6/2016

Creative and Expressive Arts

Yeronga OSHC recognises that by providing access to creative and expressive arts opportunities for children it encourages them to have fun; develop their unique creativity; explore their own imagination; discover new ways of expressing themselves; mastery; and success. Children are encouraged to work collaboratively with educators and other children, to initiate and contribute to experiences from their own ideas.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.1, 1.1.2, 1.1.4, 1.1.5, 1.1.6; 1.2.1, 1.2.2; 2.3.1, 2.3.2; 3; 4.1; 4.2.1; 6.3.3; 7.1.2, 7.2.1, 7.3.5.*
- *Policies: Children's Media Viewing; Educators Practice, Observational Recording; Play Equipment and Resources; Program Planning, Respect for Children; Space and Facilities Requirements.*

Procedures

When planning creative and expressive arts experiences, individual children's needs, interests, ages and capabilities will be taken into consideration.

Educators will encourage children to actively participate in a variety of creative and expressive experiences including art and craft, singing, dancing and imaginative play.

Educators will encourage and provide appropriate support to children to participate in new or unfamiliar creative and expressive arts experiences.

Educators will ensure the program provides a balance of planned experiences as well as those which are spontaneous and child initiated.

Educators will encourage children's efforts to extend and express themselves creatively by providing open ended resources and materials, musical instruments, dress-ups, cd's and/or a stereo.

When setting up creative and expressive arts experiences, educators will set the area up in such a way as to:

- promote safety for children of different age groups and capabilities;
- stimulate children's interest and curiosity by being creative in their use of equipment and materials;
- Offer a range of challenges and experiences, inviting children to explore, discover and experiment;
- Facilitate the inclusion of children with special/additional needs;
- Support children to create their own experiences.

Educators will encourage children to help plan, set up and document creative and expressive activities and experiences.

Educators will allow sufficient time and space for children to engage in sustained or extended activities based on the interest and capabilities of the children.

Policy Developed: 11/2014; Ratified: 6/2016

Determining the Responsible Person

To ensure regulatory compliance, the Yeronga State School P&C Association must ensure that Yeronga OSHC has a responsible person in day to day charge of the service. This policy outlines the process for determining the responsible person.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Fit for Work; Information Handling (Privacy and Confidentiality); Quality Compliance; Risk Management and Compliance; Service Supervisor Certificate.*

Procedures

A responsible person must be present at all times when the service is educating and caring for children. If the nominated supervisor is absent, the approved provider or other educator placed in day-to-day charge of the service can be the responsible person. The nominated supervisor of the service must meet the requirements/conditions of the *Education and Care Services National Law Act 2010 and Regulations 2011*.

In the absence of the nominated supervisor, the Yeronga State School P&C Association will place in day to day charge of the service a suitably experienced/qualified educator, with their written consent. This person must meet the requirements/conditions of the *Education and Care Services National Law 2010 and Regulations 2011* with regard to ensuring fitness and propriety.

In determining the responsible person, the Yeronga State School P&C Association will also consider the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, experience and age. This includes the person's:

- Understanding of the *Education and Care Services National Law Act 2010 and Regulations 2011*;
- Understanding of other relevant laws and provisions such as Work Health, Food Handling, etc.;
- Capacity to implement emergency and evacuation procedures;
- Ability to attend to parent enquiries (either directly or by referral);
- Capacity to supervise, manage and lead other educators;
- Ability to respond to incidents involving children's health and safety;
- Ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service
- Knowledge (extensive) of service policies and procedures including opening/closing procedures;
- Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person;
- Ability to effectively make written records of incidents;
- Ability to effectively communicate with children, families, staff, school and relevant authorities;
- Ability to reflect and evaluate their performance as the responsible person;
- Ability to understand and articulate practice.

Yeronga OSHC will maintain a staff record including the name of the responsible person at the service for each time that children are being educated and cared for by the service.

In accordance with regulatory requirements, a sign stating the name and position of the responsible person in charge will be displayed at all times children are being educated and cared for.

Policy Developed: 12/2014; Ratified: 6/2016

Diversity, Inclusion, Culture and Reconciliation

Yeronga OSHC supports, respects and actively promotes principles of diversity and equity therefore each child and family who attends Yeronga OSHC is valued as unique and individual in their own right, and will be treated with respect at all times. These principles are seen as integral to embedding culture within our service's day to day program experiences for children and encouraging families with differing abilities, cultures and interests. Educators, children and families are encouraged to share relevant aspects of their culture with the service enabling the service to make informed and appropriate responses to the multiple ways of being and belonging.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *NQS Area: 1.1.2, 1.1.5; 5.1.1, 5.1.3; 5.2.3; 6.1.2; 6.2.1, 6.2.2; 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.3.5*
- *Policies: Communication with Community; Communication with Families; Educators Practice; Enrolment; Food and Nutrition; Including Children with Special/Additional Needs; Inclusion and Anti-bias; Information Handling (Privacy and Confidentiality); Menu Development; Parent and Community Participation; Program Planning; Respect for Children; Staff Code of Conduct; Staff Training and Professional Development.*

Procedures

Management, Nominated Supervisors and educators shall be committed to providing a service which embraces children and their families holistically. They will be active, focused and reflective in embracing these principles and demonstrate sensitivity and respect for cultural differences.

Management, Nominated Supervisors and educators will collaborate with families and explore opportunities to embed culture and inclusion within the program's experiences and activities. Whilst there may be limits to what can be implemented, it is important that input from children and families is valued and respected.

Nominated Supervisors and educators support children's cultural experiences through:

- Talking about culture with children;
- Responding to children's curiosity about culture with thoughtful and appropriate experiences;
- Encouraging children to value the multiple ways of seeing, being and belonging;
- Actively challenging bias through conversations;
- Demonstrating principles of equity and anti-bias through their own behaviour and interactions with others.

Nominated Supervisors and educators will actively seek opportunities to develop their own knowledge and skill demonstrating their commitment to cultural competence and inclusive practice.

Yeronga OSHC acknowledges and respects the diversity of children's backgrounds, and collaborates with families in exploring opportunities to extend on culturally diverse and inclusive experiences and activities within the program.

Nominated Supervisors and educators will demonstrate value and respect for Australia's Aboriginal and Torres Strait Islander cultures, collaborating with children and families to:

- Identify the local elders within the community;
- Build relationships with local elders and explore ways in which these elders can share in the service's program;
- Include an 'Acknowledgement to Country' in appropriate ceremonies and events.

Yeronga OSHC endeavours to support children and families with additional needs through a range of strategies. Open communication between families and the centre is vital in determining the centres capacity to care for the child/children effectively. Families must disclose information pertinent to the care of their child to ensure YOSHC has a complete understanding of the needs and can effectively enact a support system suited to the child and centre.

Yeronga OSHC has the option to deny care if the level of care required is outside the facilities and/or staff capacities.

Yeronga OSHC has the option to deny care if information regarding a child's needs or care requirements are known to the family and not disclosed at the time of enrolment.

Yeronga OSHC may need:

- To meet with the family on one or more occasions before the child's first day of attendance
- Time to plan for the needs and requirements of the child in the care environment
- Time to educate staff on the needs, requirements and care plan to be enacted
- To apply for Inclusion Support funding to assist with the inclusion of an additional educator and/or specialised training.
- To seek committee support for applications that involve the committee in the provision of appropriate care, such as employing additional staff
- Time to discuss the child's/family's care requirements and YOSHC's capacity to care for the child effectively with the YOSHC Management Committee and/or the Yeronga State School P&C.

Yeronga OSHC may enact a gradual entry plan for some children. This plan allows the child time to gradually become familiar with the service, staff, other children, rules and routines. The goal is to build the relationships between the child and staff; the child and other children; build familiarity and build trust gradually over a period of time. The gradual process also allows the child time to process the introduction of the new routine in a supported and comfortable timeframe.

'Additional needs' is a broad term of reference and can include children and families with:

- Intellectual or cognitive delay. The following questions are examples of what may be asked:
 - What is the most effective form of communication for your child/family?
 - How can the service effectively communicate between the child, family and staff/carers?
- Language requirements, which can include diagnosed medical conditions that delay speech development, such as oral or verbal dyspraxia. The following questions are examples of what may be asked:
 - How can the service meet and support the language needs of the child/family?
 - Is an interpreter or interpretation technique required for communication?
- Specific medical conditions, such as diabetes, or cystic fibrosis. The following questions are examples of what may be asked:
 - How can the service best support the child/family care requirements?
 - Does the child have regular medication that the service needs to be aware of/and/or administer?
 - Do staff require specialised training on the medical condition?
 - Complete a Care Plan with sign/symptoms of medical distress noted and planned responses to each situation documented.
- Child rearing practices that differ to the service's practices. These include belief systems regarding gender roles in play, independence, self-help skills, behaviour guidance and nutritional needs;
- Emotional needs resulting from trauma, abuse or grief. For example, the death of a family member or friend; family displacement due to war or refugee status; domestic violence; family members suffering from depression; or separation and divorce.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Drills and Evacuations

Yeronga OSHC acknowledges the need to ensure that educators and children are aware of, understand and are involved in evacuation and other emergency procedures within the service. The service therefore takes a proactive approach, through the implementation of these policies and procedures, to protect children and educators from harmful situations by practicing drills and evacuation procedures regularly.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Emergency Equipment and Facilities; Extreme Weather; Fire Safety Compliance; Harassment and Lockdown; Incident, Illness, Injury or Trauma; Including Children with Special/Additional Needs; Managing Compliance within the Service; Risk Management and Compliance; Staff Orientation and Induction; Staff Ratios; Staff Role and Expectations; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm; Workplace Health and Safety.*

Procedures

Emergency evacuation procedures and plans are displayed prominently at each designated exit point within the service.

Educators will ensure that all exits are kept clear and unlocked to enable a quick departure. This will be included on the daily safety checklists. Any comments or issues relating to these preventative measures will be noted on the checklist and brought to the attention of the Nominated Supervisor.

Educators and children practice evacuation and lockdown procedures at least once per term for before and After School Care and during each Holiday Care program. This drill will occur on different days of the week so that the majority of children are familiar with the procedures.

A list of phone numbers needed in an emergency situation is clearly displayed near the phone in the YOSHC office.

For emergency situations, educators will have access to a telephone outside of the room.

Fire Emergency Procedure

In the event of a fire, the educator who first discovers the emergency will sound the alarm.

The Nominated Supervisor (or in their absence, the Health and Safety Representative) will take charge of the situation and delegate others to:

- Call the fire department or other relevant emergency department;
- Collect sign-in sheets and parent contact numbers;
- Collect the daily roster to account for all educators;
- Collect first aid kit;
- **ONLY IF SAFE TO DO SO**, Conduct a physical "sweep" of the area, ensuring that all educators and children have evacuated the building, toilets, storage rooms and any other nearby buildings;
- **ONLY IF SAFE TO DO SO**, close all doors and windows to help contain the fire (if relevant).
- Once at the designated assembly area, check the roll to make sure that all children and educators are accounted for.

Educators may attempt to extinguish fires only when:

- The room has been evacuated;
- The fire is very small, and

- The educator has been trained in using the extinguisher and is in no immediate danger.

Under no circumstances will educators or children be permitted to re-enter a building in which there has been a fire unless and until instructed to do so by emergency service personnel.

Bomb Threat

In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the 'bomb threat checklist':

- Time and date of call;
- The wording of threat;
- Any other specific details (e.g. note any background noise if possible).

DO NOT hang up the phone. Without alerting the caller, indicate for another person to use a separate phone to call police to report threat.

Implement an evacuation of the building according to the service's emergency evacuation procedures. When safe, complete an incident report on the situation and attached the completed Bomb Threat Checklist.

Evaluation

After the emergency evacuation procedures have taken place, the Nominated Supervisor (or designated Health and Safety Representative) will complete a Fire and Evacuation Drill Record and Evaluation Form.

Issues identified through this evaluation will be discussed at the next team meeting and referred to management if necessary. Feedback should also be provided to the children.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Educational Leader

Yeronga OSHC acknowledges the need to have a suitably qualified and experienced Educator to lead the development of the program and to ensure the establishment of clear goals and expectations for teaching and learning. The Nominated Supervisor (if not the Educational Leader) will oversee the development and implementation of the educational program for the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 1; 2.2.2; 3.1.3; 3.2; 3.3; 4.2; 5.2.1, 5.2.3; 6.1.2, 6.1.3; 6.2.1; 6.3; 7.1; 7.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Creative and Expressive Arts; Diversity, Inclusion, Culture and Reconciliation; Educators Practice; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Observational Recording; Physical Activity; Play Equipment and Resources; Program Planning; Program and Documentation Evaluation; Quality Compliance; Respect for Children; Staff Orientation and Induction; Staff Performance Monitoring, Review and Management; Staff Role and Expectations; Staff Training and Professional Development; Use of Photographic and Video Images of Children.*

Procedures

Yeronga State School P&C Association, as the Approved Provider, will delegate a suitably qualified Educator as the Educational Leader for the service.

The Educational Leader will be responsible to:

- Lead the development of the service program, using the approved learning framework to inform and guide children's learning and development, and ensuring that clear goals and expectations have been established;
- Ensure that program decision making is informed by the context, setting and cultural diversity of the families and the community;
- Ensure that the foundation for the program is based on the children's current knowledge, ideas, culture and interests;
- Ensure that each child's learning and development is assessed as part of an ongoing cycle of planning, documenting and evaluating;
- Ensure that critical reflection and evaluation of children's learning and development is used for planning and to improve the effectiveness of the program;
- Mentor educators in the implementation of the program, provide professional support to assist with further skills and knowledge and provide opportunities for ongoing reflection and feedback on current practices.
- Ensure that families have opportunities and support to be involved in the program and service activities as well as contributing to the review of service policies and decisions.

Policy Developed: 11/2014; Ratified: 6/2016

Educators Practice

Yeronga OSHC is committed to providing quality outcomes for children through ensuring that educators practice reflect the services philosophy and goals and quality principles as outlined in the 'My Time, Our Place' Framework for School Age Care in Australia. Yeronga OSHC applies professional standards to guide educators practice and decision making within the service and provides opportunities for educators to acquire the skills and knowledge to enable them to fulfil their role.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area: 1; 2; 3; 4; 5; 6.1.1, 6.1.2; 6.2.1; 6.3.1, 6.3.2, 6.3.4; 7.1.2, 7.1.4; 7.2.1, 7.2.2; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Anti-bullying; Behaviour Management and Support; Creative and Expressive Arts; Diversity, Inclusion, Culture and Reconciliation; Educational Leader; Including Children with Special/Additional Needs; Inclusion and Anti-bias; Information Handling (Privacy and Confidentiality); Observational Recording; Physical Activity; Program Planning; Program and Documentation Evaluation; Quality Compliance; Respect for Children; Staff Code of Conduct; Staff Orientation and Induction; Staff Performance Monitoring, Review and Management; Staff Role and Expectations; Staff Training and Professional Development; Use of Photographic and Video Images of Children; Water Activities and Safety.*

Procedures

Yeronga OSHC service will strive to ensure that Educators Practices:

- Foster children's self-esteem and confidence by allowing them to investigate, imagine and explore ideas as well as experiencing pride and confidence in their achievements;
- Empower children to make choices, guide their own play and extend their interests with enthusiasm, energy and commitment, through supporting them to understand, self-regulate and manage their own emotions in a way that reflects the feeling and needs of others;
- Promote children's sense of belonging, connectedness and wellbeing through consistently positive and genuinely warm and nurturing interactions;
- Support children's communication through engaging them in a range of methods from sustained conversations about their ideas and experiences to providing opportunities for music, books etc.;
- Respect the diversity of families within the community and allow opportunities for children to broaden their understanding of the world in which they live through the investigation of histories, cultures, languages and traditions;
- Demonstrate flexibility in program delivery, incorporating children's ideas, culture and interest to ensure experiences are relevant and engaging as well as being creative in the use of equipment and materials to stimulate children's interest and curiosity;
- Support children to explore different identities and points of view through play and everyday experiences, acknowledge each child's uniqueness and are aware of, and responsive to, children who may require additional assistance to participate;
- Allow and assist children to document their learning experiences using various methods such as photographs, journals and/or art and craft displays;
- Reflect on planning and implementation of activities in relation to the 'My Time, Our Place' Framework for School Age Care in Australia and their knowledge of the children's current learning and development through regular completion of activity observations and/or learning stories;
- Support all aspects of children's health, ensuring that their individual health and wellbeing requirements are met and supporting them to learn about healthy food, drink and lifestyle choices;

- Demonstrate a commitment to children's health and safety through role modelling hygiene and sun safe practices, complying with service policies and procedures relating to the environment and/or equipment and supporting children to negotiate play spaces to ensure the safety and wellbeing of themselves and others;
- Support a balance of indoor, outdoor, planned and spontaneous physical activities and passive experiences for children by encouraging participation in new and/or unfamiliar activities and accepting the children's level of involvement according to their skill and ability;
- Demonstrate a commitment to ensuring children are protected through compliance with service policies and procedures relating to the safety and/or collection of children in the care of the service;
- Demonstrate a commitment to regularly review and update knowledge and/or skills and practices in line with current professional standards and/or guidelines through the development and implementation of a professional development plan, in conjunction with the service co-ordinator and in line with identified service needs;
- Support other educators to achieve the goals as outlined in the service philosophy and goals by sharing expertise, modelling best practice, providing feedback and leading discussions at regular team meetings;
- Support families through creating an inclusive and welcoming environment where sharing of information about their child is encouraged, concerns are responded to in a prompt and courteous manner, suggestions and/or ideas for improvement are acknowledged and additional support agencies are accessed if required;
- Support and encourage families and children's involvement in their local and wider community, through participation in appropriate projects and/or events and engaging children in sustainable practices within the service.

Policy Developed: 10/2014; Ratified: 6/2016

Emergency Equipment and Facilities

Personal safety and security of children, educators and volunteers (all persons on the premises) are of prime importance whilst in attendance at Yeronga OSHC therefore, the service takes a proactive approach to managing emergencies, developing emergency procedures and providing emergency equipment and facilities in accordance with recognised legislative standards. Through these specific policies and procedures, Yeronga OSHC also takes a proactive approach in ensuring all educators and children are equipped with a sound knowledge of such emergency equipment and procedures.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011, Building Fire Safety Regulation 2008*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 3.1.2; 7.1.1, 7.1.2; 7.3.5*
- *Policies: Drills and Evacuations; Fire Safety Compliance; General Health and Safety; Risk Management and Compliance; Space and Facilities Requirements; Staff Orientation and Induction; Staff Training and Professional Development; Workplace Health and Safety.*

Procedures

Service Management in conjunction with the Nominated Supervisor (or designated Health and Safety Representative) will be responsible to ensure that:

- There is a warning alarm which is used to sound warning of an emergency. This is kept in good working order and tested regularly. Through emergency drills the children are made familiar with this alarm and what it means.
- All exits are easily opened, unobstructed and clearly marked with exits signs and evacuation plans.

Fire extinguishers are supplied, maintained and have appropriate location signage erected by Yeronga State School in accordance with Department of Education guidelines. Training for educators is conducted annually in the basic use of fire equipment.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Emergency Health and Medical Procedure Management

Yeronga OSHC recognizes that occasions may arise where emergency management procedures may need to be implemented to preserve the health and safety of children and educators. Such emergency management applies to situations where a parent/guardian requests the YOSHC service in writing to administer prescribed medication as directed by a medical practitioner, and/or assist with managing a specific health condition as well as where a particular emergency first aid response is needed.

In emergency situations, YOSHC educators may be required to administer medication to preserve the life, safety and health of a child. These emergencies may occur for children with diabetes, epilepsy, anaphylaxis and asthma. The possible medication requirements include administering inhaled medication for asthma, prescribed medications for epilepsy, diabetes and/or anaphylaxis.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Health (Drugs and Poisons) Regulation 1996*
- *Work Health and Safety Act 2011*
- *Family and Child Commission Act 2014*
- *NQS Area: 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2; 7.3.5.*
- *Policies: Anaphylaxis Management; Asthma; Enrolment; First Aid Waste Management; Information Handling (Privacy and Confidentiality); Medication, Risk Management and Compliance; Staff Orientation and Induction; Staff Role and Expectations; Staff Training and Professional Development.*

Procedures

All educators shall have access to information about the children's medical conditions, medication and management procedures, as required. Written procedures (management plan) shall be clearly displayed for managing emergency situations which shall include information about:

- Contact numbers for family, medical practitioner and ambulance;
- Triggers, reactions, warning signs and symptoms of possible emergency;
- Instructions on first aid management from medical practitioner or recognised authority;
- Medication requirements, dosage and method of administration.

Children may have a personal management plan (maintained confidentially) which would include further information such as:

- Guidelines for participation in specific activities if required, such as swimming or high level physical games and activities;
- Contact details and parent consent forms as required;
- Medical practitioner consent forms as required;
- Medication administration documentation.

The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance at any place children are being cared for, and immediately available in an emergency, at all times care is being provided by the Service.

Medication shall be taken as required on excursions in an appropriately secured container readily accessible to administering educators. In the event of emergency first aid being required, procedures as set out in the Illness, Injury or Trauma Policy will be followed.

Written records and reports regarding implementing emergency health and medical procedures shall be completed by the administering educator, and lodged with the Nominated Supervisor or management, as soon as possible and within 24 hours of the emergency incident occurring.

The Nominated Supervisor or Management shall ensure that relevant written reports are lodged with the Office for Early Education and Care within the required time frame.

In cases where the injured party is wanting to make a Work Cover claim, they must be advised the Nominated Supervisor within 6 months of the injury occurring. Once the Nominated Supervisor is made aware of the request for a claim to be made, they must advise Work Cover immediately and provide the relevant information. Then the injured party can contact Work Cover for further information – Work Cover 1300 362 128

Policy Developed: 11/2014; Ratified: 6/2016

Enrolment

Yeronga State School P&C Association acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to authorised parents/guardians.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 1.1.5; 2.1.1; 2.2.1; 2.3.4; 4.1.1; 4.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3;; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Access for Families and Children; Anaphylaxis Management; Arrivals and Departures of Children; Asthma; Bookings and Cancellations; Children of Employees; Communication with Families; Diversity, Inclusion, Culture and Reconciliation; Emergency Health and Medical Procedure Management; Extra-curricular Activities; Fees; Food and Nutrition; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Medication; Parent Conduct; Provision of Information; Sun Safety; Use of Photographic and Video Images of Children.*

Procedures

The enrolment process will commence with an initial meeting between parents/guardians and the Nominated Supervisor, where the families will be provided a Family Information Package, which contains information relating to the operational aspects of the service. The Family Information pack also includes:

- Enrolment form;
- List of current educators, including photos;
- Service rules and behaviour expectations.

Parents/Guardians are required to fully complete each child's enrolment form prior to their child attending. Yeronga OSHC cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the required information, as Yeronga OSHC will not be able to discharge its Duty of Care and other responsibilities to the child without this information. Failure to fully complete an enrolment form will result in a child being unable to attend the service.

Strictly for the purposes of enabling Yeronga OSHC to fulfil its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from all parents/guardians through the service enrolment form:

- Personal details (name, address and date of birth);
- Name, home and work address and phone numbers of parent/guardian;
- Name, address, phone number and relationship to child of persons (authorised nominee) who may be contacted for emergency collection;
- Parental/guardianship and/or residential details (if any), including copies of relevant court orders;
- Relevant health, medical and immunisation details, including copies of health care plans (if required);
- Name, address and phone number of the child's doctor;
- Any special physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child, including individual behaviour management plans;
- Authorisation for the YOSHC Nominated Supervisor (or nominated educator) to:
 - provide emergency medical treatment and if required, seek hospital and ambulance services;
 - apply/assist to apply SPF+30 sunscreen;
 - Take and/or display children's photographs.

The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by Yeronga OSHC in keeping with the Information Handling Policy (Privacy and Confidentiality) and the other Policies and Procedures of the Service from time to time.

All information obtained through the enrolment process will be kept in strictest confidence and used only for the purposes for which it is obtained.

Yeronga OSHC will, on a regular basis, request families to update children's enrolment forms to ensure all parent/guardian and emergency contact information is current as the correct contact phone numbers are vital in the case of an emergency.

Existing families are required to complete a details update form for each child and pay the current Administration Fee within the first two weeks of term 1 each year.

As part of the enrolment process, families are required to complete their care requirements, specifying the number and days of the week that care is required for their child. **It is vital that children are booked in prior to attending the session of care. Children who arrive unexpectedly may not be able to attend if the session is fully booked. If this does occur, the parent /guardian will be contacted and asked to collect the child immediately.**

Children of Yeronga OSHC employees or volunteers may attend the service however; their enrolment will be in accordance with the enrolment procedures as detailed above, as well as other policies and procedures of the service. At no stage will children of employees be given preferential treatment within the service.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Environmental Management

Yeronga State School P&C Association recognize the need to ensure that activities undertaken through the YOSHC program minimize the impact on the environment and are committed to establishing procedures that respect and care for our land and its resources.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Environmental Protection Act 1994, Environmental Protection Regulation 2008*
- *NQS Area: 3*
- *Policies: Cleaning and Sanitising; Communication with Community; Communication with Families; Educational Program Planning; Educator Practices; First Aid Waste Management; Management of Poisonous Plants and Fungi; No Smoking; Preventative Health and Wellbeing; Use and Maintenance of Air Conditioning; Staff Orientation and Induction; Sustainability Practices.*

Procedures

Yeronga State School P&C Association, in consultation with the Nominated Supervisor, will develop procedures for relevant areas relating to environmental management and sustainability. Areas may include (but are not limited to):

- Water usage;
- Energy efficiency;
- Waste management;
- Use of chemicals;
- Air quality;
- Care of animals and vegetation; and
- Consideration of the local environment.

Information will be provided to staff, parents, volunteers and the Yeronga OSHC management committee in regards to issues affecting the way the service is dealing with environmental issues.

Yeronga OSHC will encourage links and networking with parents and the community on environmental issues by keeping them informed of what the service is doing and being aware of what others can bring to the service.

Policy Developed: 12/2014; Ratified: 6/2016

Escorting Children

Yeronga OSHC seeks to maintain the health, safety and wellbeing of children and educators by ensuring that appropriate procedures are implemented with regards to escorting children between the YOSHC service, school and/or any other designated activity/venue.

The service also acknowledges that, from time to time, families may arrange for their child to participate in extra-curricular activities whilst enrolled at YOSHC. Any arrangements for escorting to and/or collection from these activities will be in accordance with this policy.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3.1, 2.3.2; 4.1; 6.1.1; 6.2.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Communication with Families; Complaints Handling; Enrolment; Excursions, Extra-curricular Activities; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Managing Compliance within the Service; Risk Management and Compliance; Staff Orientation and Induction; Staffing Ratios; Staff Role and Expectations; Sun Safety; Transport for Excursions; Vehicle Restraints; Water Activities and Safety.*

Procedures

Yeronga OSHC requires written permission from a parent/guardian (or authorised nominee) for any activity requiring their child/ren to be escorted to/from the YOSHC premises, including for the purposes of excursions.

If the excursion/outing is a regular one, written permission is only required to be obtained once, unless there is significant change (i.e. building works).

Parent/guardian permission shall be obtained prior to the planned excursion or activity. Information included as part of the parent permission will include, but not be limited to:

- Reason for excursion or planned activity;
- Date and description of planned activity;
- Method of transport and proposed travel time;
- Ratio of educators to the number of children attending.

Yeronga OSHC shall develop a risk assessment and implement a management plan to ensure the safety and wellbeing of all children and educators during excursions/escort periods. All educators will need to read and sign off on risk assessments prior to excursions or escorting of children.

Yeronga OSHC shall maintain an appropriate ratio for excursions and/or activities where children are required to be escorted to another area.

In order to maintain educator ratios and duty of care requirements, Yeronga OSHC will be unable to provide educators to escort children attending extra-curricular activities whilst booked to attend before and/or after school care.

Yeronga OSHC shall ensure confidential storage and maintenance of parent/guardian permission relating to excursions and/or escorting of children.

Policy Developed: 11/2014; Ratified: 6/2016

Exclusion for Behavioural Reasons

Yeronga OSHC has a duty of Care to all children attending the service therefore, in the event of a child consistently displaying inappropriate behaviour, it may be necessary to exclude the child for the safety and wellbeing of others. If, at any time, a child:

- Places the safety and well-being of others at risk; or
- Exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from a social group); or
- Continually refuses to comply with the rules and behaviour expectations of the service,

Then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from Yeronga OSHC temporarily or, in some cases, permanently.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988*
- *Duty of Care*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- NQS Area: 2.1.1; 2.3.2; 4.2.1; 5.2.2, 5.2.3; 6.1.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- *Policies: Anti-bullying; Behaviour Management and Support; Children of Employees; Communication with Families; Complaints Handling; Including Children with Special/Additional Needs; Inclusion and Anti-bias; Information Handling (Privacy and Confidentiality); Observational Recording; Respect for Children; Risk Management and Compliance; Staff Role and Expectations; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

In the first, second and third instance that a child breaches the Service's Rules of Behaviour, educators will complete and sign an Incident Report. The parent/guardian of the child will be required to sign the Incident Report. The Incident Report will be kept in the individual child's file.

If, after following the steps as outlined in the Behaviour Management and Support Policy the inappropriate behaviour continues, the Yeronga OSHC Management Committee will be notified and a letter or email will be sent to the parent/guardian, from the Yeronga State School P&C Association, stating the child's behaviours, exclusion time of one week and the expected date of return.

Prior to the child's return, a meeting will be held between the Nominated Supervisor, the Family Grievance Liaison, parent/guardian and child to discuss possible strategies for their return. A behaviour support plan may be developed for including the child back into the program.

In the event that there is a repeat of the same behaviour within 4 weeks (or the equivalent of 4 weeks' worth of attendances), the Yeronga OSHC Management Committee will be notified and a letter will be sent to the parent/guardian, from the Yeronga State School P&C Association, stating the child's behaviours, exclusion time of four weeks and the expected date of return.

Prior to the child's return, a meeting will be held between the Nominated Supervisor, the Family Grievance Liaison, parent/guardian and child to discuss possible strategies for their return. The child's individual behaviour support plan will be reviewed at this time to ensure all possible strategies are in place.

If the inappropriate behaviour is still evident upon re-admission, permanent exclusion will apply.

Notification of a permanent exclusion in relation to this Policy will be made to Yeronga State School P&C Executive (for exclusions to this condition see 'Physical danger to child or others').

Physical Danger to Child or Others

If children's behaviour causes or may reasonably cause physical danger to themselves, other children or educators, the parent/guardian will be contacted immediately and asked to collect the child.

The child will be excluded from the program effective immediately. The exclusion period will be determined by the Nominated Supervisor in consultation with the YOSHC Management Committee and Yeronga State School P&C Association Executive, with notification given to the Principal. The child's re-attendance at the service will be at the discretion of the Nominated Supervisor and Yeronga State School P&C Association.

The Yeronga State School P&C Association recognises the need for privacy in all matters relating to the care of our children. All subcommittee members, as well as Yeronga State School P&C representatives involved with Yeronga OSHC, are required to sign a confidentiality agreement.

Individual Behaviour Plans

On occasion, it may be necessary for behaviour support plans to be developed for individual children. Behaviour support plans will be developed collaboratively with the Nominated Supervisor, parent/guardian, child and other health/educational professional if deemed necessary.

To ensure consistency, all educators will be informed of behaviour strategies for individual children with comprehensive risk management plans developed and implemented for children with extreme behaviours (e.g. absconding, violence, etc.).

Exclusion from school

If the Nominated Supervisor becomes aware of any child, who usually attends the service, being excluded from the school, they will:

- Contact the school to confirm exclusion;
- Speak with the Principal to determine if exclusion should apply at the YOSHC service;
- Contact the parent to confirm outcome.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Excursions

Excursions form an important part of the Yeronga OSHC program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between Yeronga OSHC and the wider community during holiday care. Excursions are planned with safety and cost in mind, as well as appropriateness and suitability for the ages and abilities of children attending. Parent permission will be obtained before a child is taken on an excursion.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Duty of Care*
- *NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.1, 2.3.2, 2.3.3; 4.1; 6.1.2; 7.1.1, 7.1.2, 7.2.1, 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Bookings and Cancellations; Budgeting and Planning; Children's Property and Belongings; Children's Toileting; Communication with Community; Communication with Families; Complaints Handling; Educators Practice; Emergency Health and Medical Procedure Management; Enrolment; Escorting Children; Fees; Food Handling and Storage; Including Children with Special/Additional Needs; Observational Recording; Parent and Community Participation; Program Planning; Risk Management and Compliance; Staff Ratios; Staff Role and Expectations; Sun Safety; Transport for Excursions, Use of Photographic and Video Images of Children; Vehicle Restraints; Water Activities and Safety.*

Procedures

Children's age, interests and abilities will be taken into consideration when planning excursions.

Comments and suggestions from children and families will also be taken into account.

When planning excursions, venue and transport costs will be considered, to ensure that excursions are financially accessible to all families.

Alternative arrangements will be made in case of changed weather conditions. This may include the use of raincoats and/or umbrellas or staying at the centre.

The Yeronga State School P&C Association will approve all excursions prior to the Holiday Care period.

When planning an excursion that includes water-based activities, the Nominated Supervisor will conduct a risk assessment including strategies and procedures for managing children whilst undertaking such activities. Strategies could include the involvement of qualified educators and supervision management plans.

Limited bookings that may impact the viability of the excursion may result in the excursion being cancelled. The Bookings and Cancellations Policy will apply to all excursions.

All children must be at the service at least 45 minutes prior to the excursion departure time, as detailed on the excursion permission form.

Prior to Excursion

The Nominated Supervisor or nominated staff member will either: contact by phone (to obtain a copy of the organisations generic risk assessment), or visit the excursion site to perform a risk assessment. As per regulatory requirements, the risk assessment must consider:

- The proposed route and destination for the excursion;
- Any water hazards and/or risks associated with water-based activities;
- The transport to and from the proposed destination for the excursion;
- The number of adults and children involved in the excursion;

- Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (e.g. life-saving skills);
- The proposed activities and duration of the excursion;
- A list of items that should be taken on the excursion (e.g. mobile phone, emergency contacts);
- Suitability of toilets, hand-washing facilities, disabled access and equipment.

Parent permission forms must be signed and returned to Yeronga OSHC prior to every excursion.

The permission form will contain the following information as a minimum:

- Excursion date;
- Destination;
- Method of transport and expected travel time;
- Departure and return times;
- Number of accompanying educators and/or volunteers; and
- A proposed itinerary of the activities to be undertaken.

Upon request, families will be provided with information relating to the safe storage of food when children are required to provide their own food on excursion days. Educators will endeavour to ensure that children's bags/lunchboxes are kept in a shady, cool area away from the direct sun during the excursion day.

Changes to excursion plans will only be made in an emergency and in particular, to ensure the safety and wellbeing of the children. The Nominated Supervisor will attempt to notify families of any changes in a timely manner.

Adequate steps will be taken when selecting transport for excursions, giving consideration to the excursion venue and estimated travel time.

All Educators attending the excursion must read and sign off on the relevant and specific excursion risk assessment/s, prior to attending on the day.

The Co-ordinator will ensure the excursion checklist is completed prior to departing for the excursion.

During the Excursion

The following items will be taken on all excursions and be readily accessible to educators at all times:

- First aid kit and any other medical devices as required;
- Attendance record/roll and educator roster;
- Copies of emergency contact numbers; and
- A telephone or access to one.

On arrival at the excursion venue, educators will satisfy themselves that the environment is safe for use before allowing the children access to it.

All children will wear badges or wristbands supplied by Yeronga OSHC to help identify them on the excursion.

There will be two educators assigned to each group of children with educators made aware of the children in their group prior to departure. Educators will be required to do head counts at regular intervals throughout the day.

During swimming excursions at the pool, all educators will be situated within the same area and each educator will be allocated a group of 5 children to supervise whilst in or out of the pool.

Educators will supervise children, ensuring educator/child ratios are maintained at all times, particularly when children are accessing public toilets. If there is no male educator available to

supervise the boys' toilets, female educators must satisfy themselves that it is safe for the child/ren to access the toilets and will remain outside the toilet area until all child/ren have returned.

When able, the service camera will be taken on the excursion for educators to record and document children's experiences.

Children will not be left in the sole care and custody of bus drivers or any other persons during excursions.

In the event a child becomes ill or is injured during an excursion, procedures as set out in the Illness and Injury Policy will be followed.

After the Excursion

At the next team meeting, educators will review excursion procedures, evaluate the venue and discuss the children's participation to ensure learning outcomes were met.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Extra-curricular Activities

Yeronga OSHC recognises that extra-curricular activities provide opportunities for children to engage in enriching extension programs which support their growth and development. Where possible, the service will work with local and wider community groups to support the provision of such activities within the legislative framework for YOSHC.

Yeronga OSHC understands, from time to time, extra-curricular activities may be provided within or close to the school grounds and that some families may wish to access these for their children who are attending YOSHC. It is therefore essential to implement practices which support the needs of children and families without compromising the capacity to provide quality care for all children attending the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.3.1; 4.1; 6.1.1; 6.2.1; 6.3.2; 7.3.1, 7.3.4, 7.3.5.*
- *Policies: Arrivals and Departures of Children; Bookings and Cancellations; Communication with Families; Complaints Handling; Enrolment; Escorting Children, Information Handling (Privacy and Confidentiality); Managing Compliance within the Service; Staff Ratios.*

Procedures

Parents/guardians shall be responsible for informing Yeronga OSHC of any extra-curricular activities that the child/ren may be involved in whilst enrolled and booked in to attend the service. This is done by completing an Activity Permission Form.

There may be instances where a child is permitted to attend an extra-curricular activity without a completed Activity Permission Form. In this instance, consent will be requested from the parent/guardian, by the Nominated Supervisor either verbally or via email. With the Activity Permission Form to be completed when the parent/guardian next attends the service.

In order to maintain educator ratios and duty of care requirements, YOSHC are unable to provide escorts for children attending extra-curricular activities. The Nominated Supervisor shall discuss with the parents/guardians whether the child will be collected from the activity by their parent/guardian, will be going directly to school or will be returning to YOSHC, if returning to YOSHC the parent/guardian will need to specify the time their child is to be expected back.

Procedures are in place to monitor children's expected return time at Yeronga OSHC. An alarm is set to notify the Nominated Supervisor when a child should be returning and will need to be signed in. The Nominated Supervisor will also ensure that educators are informed of children's extra-curricular activities to assist in monitoring their departure and/or return to YOSHC.

Families must be aware that a child is only under the care of Yeronga OSHC whilst they are signed in and are attending at the service. For the duration of the activity and whilst a child walks to/from an activity they are not under the responsibility of Yeronga OSHC.

Policy Developed: 11/2014; Ratified: 6/2016

Extreme Weather

Yeronga OSHC acknowledges that extreme weather conditions could pose significant risk to children and educators attending the service during operating hours therefore precautions to ensure the health and wellbeing of children and educators will be implemented. Extreme weather conditions may include excessive heat, bushfires, torrential storms, floods, hail stones and/or snow.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *NQS Area: 2.3.2, 2.3.3; 5.1.3, 5.2.3; 7.1.2, 7.3.2, 7.3.5*
- *Policies: Communication with Families; Drills and Evacuations; Educators Practice; Emergency Equipment and Facilities; Harassment and Lockdown; Physical Activity; Program Planning; Risk Management and Compliance; Service closures; Sun Safety; Sustainability Practices; Use and Maintenance of Air Conditioning*

Procedures

In relation to extreme weather events, Yeronga OSHC will take its lead from the school, weather warnings and forecasts. Therefore if the Yeronga State School is closed, the YOSHC service may also be closed.

The Nominated Supervisor will make every effort to ensure that the heating and cooling requirements of the service are adequate and maintained at an acceptable temperature.

In the case of extreme weather events and possible power outages, the Nominated Supervisor will ensure a 'storm pack' including a torch, batteries and a small radio is readily accessible to educators. The Nominated Supervisor will ensure the service mobile phone is accessible to educators, when required.

The Nominated Supervisor will ensure that risk assessments are conducted for identified extreme weather events with control measures identified. Educators will be required to read and sign all risk assessments. During times of hot weather, educators and children will be encouraged to:

- Follow the service's Sun Safety Policy by wearing sun smart clothing, a broad brimmed hat and applying sunscreen;
- Drink fluids more frequently throughout the session, particularly cold water;
- Keep cool by wrapping a bandana or washer around their neck or using a mist bottle to spray themselves;
- Staying indoors, preferably in an air-conditioned or well-ventilated building with fans and open windows;
- Limit strenuous outdoor activities by conducting games and activities indoors or in shaded areas.

During times of inclement weather, educators and children will be encouraged to conduct games and activities indoors or in an undercover area outdoors.

If an extreme weather event occurs during service operating hours, the Nominated Supervisor will:

- Monitor the situation using local radio or other social media;
- Ensure educator and children's safety by remaining indoors or in an area that is deemed safe.

If, during normal operating hours, closure of the service is expected as the result of an extreme weather event, the Nominated Supervisor will:

- Contact YOSHC Management to make them aware of the situation;
- Contact parents/guardians to arrange collection of their child/ren;
- Ensure the Office for Early Childhood Education and Care and/or other relevant government agencies are notified of closure as soon as practical.

Policy Developed: 11/2014; Ratified: 6/2016

Fees

As the Approved Provider, Yeronga State School P&C Association aims to provide quality affordable care to all families wishing to access YOSHC. Yeronga OSHC management committee will determine appropriate fees for the provision of quality childcare which will be based on the annual YOSHC budget. Child Care Benefit is available to all families that meet residency and immunisation guidelines as per requirements of the Family Assistance Law.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Child Care Services Handbook*
- *NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Bookings and Cancellations; Budgeting and Planning; Children of Employees; Communication with Families; Complaints Handling; Enrolment; Excursions; Information Handling (Privacy and Confidentiality); Parents and Citizens Association; Purchasing; Staff Ratios; Strategic Planning*

Procedures

Permanent bookings shall be entitled to a reduced fee, as set by the Management Committee. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Casual bookings shall attract a higher fee, as set by the Management Committee, due to the nature of the booking and irregular attendance pattern associated.

All families are required to pay an initial enrolment fee for each child and an annual non-refundable Administration Fee per family.

Calculation of fees for the current week of care takes place on Monday or Tuesday of each week with a statement issued detailing information as required by Australian Government Department of Education Child Care Services Handbook.

Family statements will be emailed, or if no nominated email address has been provided, will be available for pick up from the family pocket at the service. It is the responsibility of the parent/guardian to ensure their account statement is received.

Fees for the current week of care are to be paid by Monday of the following week. Any arrangements other than this must be approved by the Nominated Supervisor, in conjunction with the P&C Association. Accepted payment methods include cheque, eftpos, direct deposit, credit card or cash.

All monies will be banked on behalf of the service as soon as possible after receipt.

A receipt will be issued at time of payment, if requested. **Staff will not, under any circumstances, receive a cash payment without issuing a receipt.**

During peak operating times, the Nominated Supervisor may not be available for discussion and/or payment of fees. The children's safety and wellbeing is paramount whilst they're at the centre and it is for this reason that families are encouraged to arrange a time to meet with the Nominated Supervisor to discuss family accounts.

Child Care Benefit

The Nominated Supervisor will keep parents informed about the availability of Childcare Benefit (CCB) by:-

- Advising all parents of the ability to apply for Childcare Benefit through the Enrolment Pack;
- Keeping a stock of information brochures available for parents.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until Yeronga OSHC receives current and correct information from the family.

If full fees have been charged due to insufficient or incorrect Centrelink information, credit for fees paid once this information becomes available will be made in accordance with the Department of Education Child Care Services Handbook.

All CCB records will be kept for three years from the last entry on the record in accordance with the Australian Government Department of Education Child Care Services Handbook.

Late Collection Fees

The service closes at 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$15 per 15 mins (or part thereof).

Parents/guardians who are habitually late will be referred by the Nominated Supervisor to the Yeronga OSHC management for further action. Further action taken may result in their child/ren being withdrawn from the program.

Overdue Fees

All family accounts are managed through the service's Child Care Management System with an aged debtors report generated each week.

Families experiencing financial hardship or with special circumstances should contact the YOSHC Administrator to discuss payment of fees, including payment plans if necessary.

Overdue accounts are those where the balance has been outstanding for 15 days or more. Overdue accounts will be managed in accordance with the following procedure:

- In the first instance, a reminder email requesting payment will be sent to the parent indicating that a portion of their balance is overdue by more than 15 days.
- If the account becomes overdue by 30 days or more and the balance is more than \$20, the parent will be notified in writing, and given opportunity to bring the account into order within one week. If no payment is received within the designated timeframe, the administrator will contact the parent by phone to request payment or to arrange an appropriate payment plan. The Yeronga OSHC Management Committee will be notified of all such payment arrangements.
- If the account continues to remain outstanding and no payment has been received or payment arrangement made, a letter of demand from the Yeronga State School P & C Association will be sent to the parent.
- The Yeronga P&C Association may, in its discretion, exclude the child/ren temporarily or permanently from further attending the service if the parents have not met the requirements as advised under the previous paragraph, and;
- A debt collection agency may be used if payment of fees has not been received, with all costs being incurred by the parent.

Re-enrolment for the following year will not be accepted until the account is finalized from the previous year.

Cancellations and Refunds

There shall be no refunds given for cancellation unless the Management Committee decides otherwise in the sole and absolute discretion of the Management Committee in the particular circumstances.

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy and will incur any relevant fees and charges according to such policy.

Holiday Care

All outstanding fees relating to Before and After School Care must be paid in full prior to acceptance of a child into Holiday Care.

All fees in relation to Holiday Care must be paid one week in advance. Cancellations for a holiday care session, including incursions and/or excursions will be in accordance with the Bookings and Cancellations

policy. Cancellation of a booked Holiday Care session including incursion and/or excursion days will incur a fee equal to half the standard daily cost plus any additional incursion/excursion costs.

Holiday Care bookings cancelled with less than 7 days' notice will be charged the full fee for the session and the full excursion cost.

Incursions and excursions are an important part of the programming of our service and as numbers may be limited, priority will be given on a first in, first served basis. Additional charges will apply to all incursions and excursions however; these are kept to a minimum.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Fire Safety Compliance

In order to ensure the safety and wellbeing of children, families and educators, Yeronga OSHC recognises the need to ensure that systems, equipment and premises comply with the regulatory requirements in relation to fire safety. Management will ensure educators are aware of their responsibilities in relation fire safety.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *National Construction code 2011 - Building Code of Australia, volume 1 (class 1 – 9 buildings)*
- *Fire and Emergency Services Act 1990 and Building Fire Safety Regulation 2008*
- *NQS Area: 2.3.2; 7.1.1, 7.1.2; 7.3.2, 7.3.5.*
- *Policies: Drills and Evacuations; Emergency Equipment and Facilities; Non-Smoking; Preventative Health and Wellbeing; Risk Management and Compliance; Staff Orientation and Induction; Staff Training and Professional Development; Workplace Health and Safety.*

Procedures

Yeronga State School P&C Association, as the approved Provider, will ensure that the premises used for YOSHC are compliant with Building Fire Safety Regulations 2008 (Queensland).

The Nominated Supervisor will be responsible to:

- Keep emergency exits clear and unlocked at all times;
- Ensure emergency evacuation signs and posters are displayed, including a site map showing the position/location of the building on the grounds, the assembly points and the routes to them;
- Have a developed evacuation procedure with allocated tasks for educators;
- Conduct emergency evacuation drills on a regular basis;
- Ensure fire safety equipment is maintained regularly.

Policy Developed: 11/2014; Ratified: 6/2016

First Aid Waste Management

Yeronga OSHC acknowledges the need to manage first aid waste effectively to prevent cross infection or contamination from waste materials. Such materials shall include, but not be limited to: Band-Aids, bandages, swabs, cotton buds/balls and ice packs.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *Work Health and Safety Act 2011*
- *First Aid Code of Practice 2004*
- *NQS Area: 2.1.1, 2.1.3, 2.1.4; 4.2.1; 7.1.2; 7.3.5.*
- *Policies: Emergency Health and Medical Procedure Management, Environmental Management; Incident, Illness, Injury or Trauma; Risk Management and Compliance; Staff Training and Professional Development; Workplace Health and Safety.*

Procedures

A clearly labelled first aid waste bin will be supplied and maintained in the following way:

- Fitted with a bag that can be sealed and removed each day (if required);
- Cleaned and sanitised daily (if required);
- Located in a suitable place that is not readily accessible to children.

Educators shall thoroughly wash hands using specified hand washing procedures before and after implementing first aid.

Educators shall wear suitable gloves to manage incidents of first aid involving waste materials as identified.

When conducting first aid, educators shall:

- Remove required items to be used to manage first aid from the first aid kit;
- Place items in/on a non-contaminated dish or surface;
- Clean the injured area of the person using principles of first aid as per policy/ procedure and training e.g. wiped with sterile swab etc. (Refer to First Aid Manual/Book);
- The used swab or like shall be placed in the lined first aid waste bin;
- Be required to change gloves if changing the type of activity they are managing with first aid e.g. cleaning to bandaging. These gloves should also be placed in the first aid waste bin.

Policy Developed: 11/2014; Ratified: 6/2016

Fit for Work

Yeronga State School P&C Association believes that the safety of employees at work and any persons involved within Yeronga OSHC (including children) is of paramount importance. In order to ensure the health and safety of all individuals associated with its operations, Yeronga OSHC will take all reasonable steps to ensure that employees are in a fit and competent state to work safely.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *Work Health and Safety Act 2011*
- *NQS Area: 4.3.1; 7.2.3, 7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.4.2, 7.5.1*
- *Policies: Infectious Diseases; Information Handling (Privacy and Confidentiality); Preventative Health and Wellbeing; Staff Health and Wellbeing; Staff Orientation and Induction; Staff Ratios; Staff Recruitment and Employment; Staff Role and Expectations; Workplace Health and Safety.*

Procedures

Interpretation

'Fit for Work': an employee is fit for work if they have a blood alcohol level of 0.00 and test negative for drug use.

An employee is 'fit for work' if physically able to carry out their duties, as per their job description.

'On duty': An employee is on duty at any time they are undertaking the duties and responsibilities associated with their contract of employment.

Service Responsibilities

The Yeronga State School P&C Association, in collaboration with the Yeronga OSHC Nominated Supervisor will:

- Be responsible for assessing the fitness for work of employees under their control, while they are on duty;
- Immediately stand down any employee suspected to be under the influence of alcohol or other drugs;
- Immediately stand down any employee that is not physically fit and capable of performing their duties.

Any such employees must not return to work until they are able to demonstrate that they are fit to work.

Employee Responsibilities

Each employee is responsible for:

- Ensuring that they are not in an unfit state for any reason, including physical limitations and/or the adverse effects of alcohol or other drugs;
- Notifying the Nominated Supervisor of any concerns that their fitness for work may be impaired;
- Ensuring that any prescription or non-prescription medication is taken safely and in accordance with the requirements as listed further in this policy;
- Notifying the Nominated Supervisor, or other responsible person, of any situation in which this policy has been breached, including;
 - Any situation in which other individuals are believed to be unfit for work;
 - The unauthorized possession or consumption of alcohol or other drugs on site or during work;
 - Any other apparent breach of this policy.

All such information will be dealt with in strictest confidence.

Employees should also be aware that rights to workers compensation or a common law claim may be affected if they are involved in a work related accident while under the influence of alcohol or drugs.

Alcohol

An employee must not be under the influence of or be affected by alcohol while on duty. This means that all employees are expected to have a 0.00 blood alcohol content at all times they are required to undertake the duties and responsibilities associated with their contract of employment.

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is intoxicated, the Nominated Supervisor or Yeronga P&C Grievance Liaison **MUST** be contacted immediately. Such behaviours may include, but not be limited to:

- Slurred or impaired speech;
- possibly aggressive in manner;
- Staggered, jerky movements, could seem uncoordinated;
- Heavy eyes and/or flushed face;
- Dull, tired appearance

If the above concerns are raised regarding an employee, Yeronga State School P&C Association may request a blood alcohol test, at the management expense. If the employee's blood alcohol content is higher than 0.00 they will be considered unfit for work immediately. For the employee to return to work, the Yeronga State School P&C Association, in consultation with the Nominated Supervisor must be satisfied that they are fit for work and that they have a blood alcohol content of 0.00. Proof of which may include the undergoing of another blood alcohol test, at the employees expense.

An employee is prohibited from operating any machinery or equipment, including any motor vehicle, if they are under the influence of alcohol.

Alcohol must not be consumed anywhere within the grounds of Yeronga State School, during work time. There may be occasions when alcohol may be consumed as part of a work function, or other recognized work event. Where the consumption of alcohol has been properly approved, employees must continue to act in a sensible and responsible manner and with due care for their own and other people's safety and well-being. Failure to act in a sensible and responsible manner or to follow any directions with regards to the consumption of alcohol may result in disciplinary action as listed further in this policy.

The unauthorized possession or consumption of alcohol at the workplace will result in disciplinary action as listed further in this policy.

Drugs

Employees must not consume or be under the influence of any unlawful drug anywhere on the Yeronga State School premises or grounds or while on duty.

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is under the influence of drugs, the Nominated Supervisor or Yeronga P&C Grievance Liaison **MUST** be contacted immediately.

If concerns of this nature are raised regarding an employee, the Yeronga State School P&C Association may request a drug test, at the management expense. This means that employees are expected to return a negative urine test for the following substances:

- Amphetamines;
- Cannabinoids/THC/Marijuana;
- Opiates/Barbiturates;
- Benzodiazepines;
- Cocaine/Methadone;
- LSD.

If an employee tests positive for any other substance, the Yeronga State School P&C Association may obtain relevant expert advice to determine whether the employee will be considered fit for work.

If an employee tests positive for drugs they will be considered unfit for work immediately. For the employee to return to work, the Yeronga State School P&C Association, in consultation with the Nominated Supervisor

must be satisfied that they are fit for work. Proof of which may include the undergoing of another urine drug test, at the employees expense.

An employee must not cultivate, sell or have in their possession or control any unlawful drug or drug taking implement anywhere on the Yeronga State School or Yeronga OSHC premises or grounds or while on duty.

The uses, possession, cultivation, manufacture and distribution of an unlawful drug is illegal. If the Yeronga State School P&C Association becomes aware that any employee has, or has had, in their possession or control, or are cultivating or supplying unlawful drugs or drug taking implements, whether for profit or otherwise on Yeronga State School or Yeronga OSHC premises or grounds or while on duty, they will notify the police and actively assist them in their enquiries.

Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with manufacturers' recommendations. If an employee is taking prescription or non-prescription drugs, which could cause drowsiness or otherwise affect their fitness for work, they must advise the Nominated Supervisor so that their ability to work safely can be monitored. If necessary, a medical opinion may be obtained.

The unauthorized possession or consumption of drugs at the workplace will result in disciplinary action and may result in termination of employment.

Alcohol and Drug Testing Requirements

Testing may be carried out where:

- An employee is involved in an incident or accident;
- An employee displays:
 - Unsafe behaviour; or
 - Causes injury to any other person; or
 - Commits an act of negligence or carelessness; or
 - Shows disregard for safety.
- There is reason to believe that an employee is affected by alcohol or drugs;
- An employee who previously tested positive is being monitored to ensure safe practice; or
- Evidence of alcohol or drug use at the workplace is discovered and the employee or employees concerned can be identified with reasonable certainty.

An employee who does not co-operate fully with the administration of an alcohol or drug test without a legitimate reason will not be able to return to work until they have co-operated and provided a breath and/or urine sample for analysis.

Employees who refuse will be required to take unpaid leave until they co-operate. Refusal to co-operate may result in disciplinary action.

Interference with testing – the actual or attempted adulteration, substitution or other interference by a person with a test sample or result, will result in disciplinary action which may include termination of employment.

Disciplinary Procedures

The Yeronga State School P&C Association may take the following disciplinary action where an employee is found to be under the influence of alcohol or other drug;

- Immediate termination;
- Final warning; or
- Warning.

The appropriate disciplinary action will depend on the individual circumstances of each matter. In making any decisions, the Yeronga State School P&C Association will take into account factors including, but not limited to:

- The seriousness of the employees behaviour;
- The risk posed to the safety of employees and others; and

- Any previous breaches of this policy.

An employee who receives a warning will be counselled by the Yeronga State School P&C Association regarding:

- The 'Fit for Work Policy' and the obligations and responsibilities under it;
- The serious and unacceptable nature of the person's behaviour;
- The risk posed for the safety of the employee and others;
- The employee's responsibility to demonstrate that the problem has been effectively addressed;
- The consequences for future breaches of this policy; and
- The reasons why the person has used alcohol or other drugs to the extent that they are in an unfit state.

The employee will be advised that they may be monitored for a period of time to ensure that the problem has been addressed and that during this period they may be subject to periodic alcohol and drug testing. The employee will receive a written warning which will reflect the key points covered in this process. A copy of this will be placed on their personnel file.

Employees will not be paid for the period which they are unfit for work.

An employee who receives a final written warning will be counselled by the Yeronga State School P&C Association as set out above and will be required to demonstrate that the threat to work performance and/or safety has been effectively addressed before they are permitted to return to work.

The final written warning will have the effect that any further breaches of this policy may result in termination of their employment. A copy of the warning will be placed on their personnel file.

Fatigue

Work related fatigue may arise from situations requiring concentration for extended periods during work hours, working in extreme temperatures or working in high-risk situations.

Non-work related fatigue is generally the result of poor quality or inadequate sleep which may be caused by a number of reasons, including sleep disruption, ill family members, distress, domestic responsibilities or a second job.

The Nominated Supervisor is responsible for ensuring roster cycles are monitored and reviewed to address the potential for fatigue, especially among employees engaged in split shifts and/or potentially hazardous activities.

The Nominated Supervisor is responsible for ensuring shift lengths are monitored to prevent excessive time working. Provision will be made on all shifts for appropriate rest breaks during and between shifts to ensure that employees have adequate opportunity for rest.

The Nominated Supervisor will take all practical steps to assess and manage the work environment to minimize the impact of fatigue.

Yeronga State School P&C Association will provide appropriate information and education on the causes and management of fatigue and will arrange for all individuals to be made aware of their responsibility to prevent impairment of their fitness for work by fatigue.

Physical Ability

The Nominated Supervisor is responsible for ensuring that all employees are fit and able to perform their duties, when arriving for their shift.

To be considered physically capable of performing their duties, the employee must be able to move about freely, particularly in the case of emergency or risk of harm to others.

As per their job description, the employee MUST be able to interact with the children and actively contribute to the activities, experiences and routines of the Service. This may include, but not be limited to physical activities such as walking, running, standing, crouching and kneeling.

Confidentiality

Confidentiality is vital in promoting the effectiveness of this policy and all reasonable efforts, consistent with safety, legal requirements and common sense, must be made to maintain an individual's privacy.

Information relating to an employees' fitness for work must be transmitted, used and stored in a confidential manner in accordance with the Information Handling (Privacy and Confidentiality) Policy.

The disclosure of confidential information may be required to those persons who have a legitimate 'need to know'. Typically this will be only to those persons who have a responsibility for ensuring the employees' safety and performance. Disclosure will be limited to the information necessary to address the situation. The Yeronga State School P&C Association and/or Yeronga OSHC Nominated Supervisor will inform the employee as to:

- The reason or need for disclosure;
- To whom the disclosure will or has been made; and
- The extent of information that will or has been disclosed.

Policy Developed: 12/2014; Ratified: 6/2016

Food Act Compliance

Yeronga OSHC acknowledges the implications of the Qld Food Act 2006 on the provision of suitable snacks and/or meals provided as part of the YOSHC program. However, due to the nature of the food and meals provided and the conduct of food activities, Yeronga OSHC is not currently required to be licensed as a food handling premises.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Food Act 2006*
- *NQS Area: 2.1.3; 2.2.1; 3.1.2; 7.1.1.*
- *Policies: Cooking with Children; Food Handling and Storage; Food and Nutrition; Hygiene; Managing Compliance within the Service.*

Procedures

In order to comply with requirements of the Qld Food Act 2006, the food Yeronga OSHC provides for breakfast, morning and/or afternoon tea:

- Consist of fruit, cereal, toast, sandwiches, smoothies, yoghurt and a range of other snack foods;
- Has been prepared with the children's help; or
- Is part of an educational activity or experience for the children and facilitated by educators.

Yeronga OSHC will comply with the intentions of the QLD Food Act 2006 by:

- Ensuring food provided is safe and suitable for consumption by complying with the National Food Safety Standards;
- Maintaining compliance with National Quality Standards (not a requirement of the Food Act 2006);
- Complying with the Education and Care Services National Law 2010 and Regulations 2011 (not a requirement of the Food Act 2006).

Compliance under this policy is self-regulated. Yeronga OSHC will access and use the resource "Know Your Food Business – a self-assessment guide to the 'Food Safety Standards' available from Queensland Health (<http://www.health.qld.gov.au/ph/Documents/ehu/21883.pdf>) as a self-audit tool, on an annual basis, ensuring compliance with all necessary requirements.

Policy Developed: 11/2014; Ratified: 6/2016

Food Handling and Storage

Yeronga OSHC recognises the need for effective food handling and storage practices to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. All food which is handled (including preparing, eating or storing) at the Service is to be handled according to the recommended food handling and storage guidelines as set out in the Australian and New Zealand Food Standards Code.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *Australian and New Zealand Food Standards – chapter 3 Food Safety Standards (Australia only)*
- *Queensland Health PANOSH (Physical Activity and Nutrition Outside School Hours)*
- *NQS Area: 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.2; 3.1.2; 3.3.1; 4.2.1; 6.1.1; 7.1.2; 7.3.5.*
- *Policies: Anaphylaxis Management; Cleaning and Sanitising; Communication with Families; Cooking with Children; General Health and Safety; Hygiene; Including Children with Special/Additional Needs; Preventative Health and Wellbeing, Risk Management and Compliance; Space and Facilities Requirements; Staff Health and Wellbeing; Staff Orientation and Induction; Staff Training and Professional Development; Workplace Health and Safety.*

Procedures

The Nominated Supervisor will be responsible to ensure that food preparation and preparation areas comply with the laws and regulations, including Local Council by-laws (or equivalent) where applicable.

The service will provide the necessary food handling equipment and/or utensils (e.g. gloves), including colour-coded cutting boards to prevent cross contamination.

Educators will wear gloves or have freshly washed hands when preparing food.

Educators will make every effort to prevent their hair from falling into food by tying it back and/or adequately securing it.

All food preparation surfaces and utensils will be cleaned and sanitised before and after food preparation, in accordance with the Cleaning and Sanitising Policy.

Educators will educate and encourage the children to use effective hand hygiene practices, particularly after toileting and before handling, preparing and eating of food.

Educators will be made aware of, and kept up to date about children who may suffer dietary issues and/or allergies relating to food and/or particular food ingredients through signs in the kitchen area and regular discussions at team meetings. All care and attention will be taken when preparing, serving and storing food for children with particular dietary and/or allergy issues. Families may be requested to provide their child's food if the service is unable to cater for their specific need.

Perishable items will be covered and refrigerated. Non-refrigerated items will be stored in airtight containers (or wrapped in glad wrap) after opening.

The service will ensure regular pest and vermin maintenance is conducted to prevent contamination.

Perishable food brought from home by children and/or educators will be refrigerated as soon as possible.

Families will be provided with information, through the enrolment and orientation process, relating to storage of lunch boxes during holiday care.

Families will be provided with information relating to the safe storage of food when children are required to provide their own food on excursion days. Educators will endeavour to ensure that children's bags/lunchboxes are kept in a shady, cool area away from the direct sun during the excursion day.

Yeronga OSHC fridge will be cleaned weekly and oven wiped clean after use.

Children will not be allowed in the kitchen area without an educator. Food activities that require heating and/or cooking will be supervised by an educator.

Educators will not eat, nor encourage children to eat, food that has fallen on the ground, or been handled by another child. Food that is not fit to be eaten is to be disposed of, in an appropriate manner, so that it will not be eaten.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Food and Nutrition

Yeronga OSHC recognises and acknowledges the importance of providing food for the children and families at our service that is nutritious, healthy, and culturally diverse. When providing food for the children we follow advice from a number of leading health and nutrition authorities, promoting children's health and wellbeing through providing positive learning experiences during meal/snack times. Parents/guardians are encouraged to follow this policy and guidelines when supplying food from home. At Yeronga OSHC, we believe meal times should be a time of social interaction and promote life skills amongst the children.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Australian Dietary Guidelines*
- 'My Time, Our Place' Framework for School Age Care
- *NQS Area: 1.1.2, 1.1.3, 1.1.5, 1.1.6; 1.2.2; 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2; 4.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2, 7.1.4; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Anaphylaxis Management; Behaviour Management and Support, Budgeting and Planning; Cleaning and Sanitising; Communication with Families; Complaints Handling; Cooking with Children; Diversity, Inclusion, Culture and Reconciliation; Educators Practice; Enrolment; Food Handling and Storage; Hygiene; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Menu Development; Parent and Community Participation; Program Planning; Space and Facilities Requirement; Staff Orientation and Induction; Staff Role and Expectations; Staff Training and Professional Development.*

Procedures

The Co-ordinator will discuss with parents any food allergies and restrictions (including cultural or religious) which are required to be supported at the Service. Details of these restrictions will be noted on the enrolment form and passed on to educators. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional.

Parents/guardians are encouraged via nutritional information in service newsletters and on the parent noticeboard to provide appropriate food when packing lunches and snacks for their children.

Yeronga OSHC aims to be a **nut-free** zone. Foods containing nuts or nut products are prohibited and must not be brought to the service. Educators and the children themselves are encouraged to check children's lunch boxes during holiday care for nut based products. If a child does have a nut based product, the product will be stored in YOSHC and the child offered an alternative from the YOSHC kitchen.

Development and Review of Nutrition Policy

A detailed nutrition policy will be developed with opportunities for consultation with families, educators and the Management Committee.

The policy will be based on information from recognised health authorities, which may include any or all of the Commonwealth or State Government Health Department and non-government organisations with recognised expertise in nutrition (e.g. Nutrition Australia, Heart Foundation, Queensland Health).

The Nominated Supervisor will be responsible to regularly review, and when necessary ensure that the Service obtains formal reviews of this Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.

The Nominated Supervisor will report to the Management Committee whenever a change is made to the Nutrition Policy, based on educator, parent and other consultations undertaken by the Nominated Supervisor in respect to the Nutrition Policy.

Recommended food

Information about healthy food choices is gathered from recognized authorities including the Australian Dietary Guidelines accessible at:

http://www.eatforhealth.gov.au/sites/default/files/files/the_guidelines/n55_australian_dietary_guidelines.pdf
and/or Nutrition Australia.

Yeronga OSHC also follows the Queensland Education initiative '*Smart Choices, Healthy Foods*' when developing the service menu.

In accordance with this Food and Nutrition Policy, families will be encouraged not to provide their child/ren with lollies or chewing gum to bring to the service.

Provision of Healthy and Varied Food choices

Yeronga OSHC provides breakfast and afternoon tea during school terms and breakfast, morning and afternoon tea during holiday care periods. The bringing of takeaway food for children, particularly in the mornings, is discouraged. Yeronga OSHC seeks to provide food that:

- Is varied, with a focus on healthy, fresh and culturally diverse menu ideas that are consistent with the Australian Dietary guidelines;
- Includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods
- As far as reasonably possible, meets the special dietary requirements for children as indicated on their enrolment form. However, where necessary, families may need to supply all meals for their child if their specific dietary needs cannot be adequately met.

Yeronga OSHC's menus are planned using a checklist which ensures that food provided is varied and encompasses all the food groups.

It is the responsibility of the parent/guardian to supply adequate lunch for their child/ren during Holiday Care. Educators will monitor children's food intake and inform the Nominated Supervisor if there are any concerns. The Nominated Supervisor will discuss any concerns with parents/guardians which may include requests for more food to be supplied from home.

A weekly menu is displayed at the service.

The eating environment

Social interactions will be encouraged during meal/snack times. Educators will spend this time interacting with the children and model good eating and social habits.

Children will be encouraged to use effective hand hygiene practices, prior to regular service meal times. To ensure safety, children will be encouraged to sit whilst eating and/or drinking.

Children eating food at the service, outside the regular meal times of the service, will be encouraged to use effective hand hygiene practices and to sit while eating.

Serving of food

Independence will be fostered by encouraging children to serve themselves food, using appropriate equipment and within a supervised area.

If educators need to serve food to the children, appropriate food handling procedures will be followed.

At meal/snack times, educators will encourage children to try a range of foods and to take appropriate portions.

Involving children

Educators involve and consult children when planning the menu and/or food activities and experiences through group meetings and/or children suggestions.

Educators will facilitate children being involved in the preparing and serving of food through 'serve-yourself' routines and activities, where appropriate.

Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

Drinking Water

The Nominated Supervisor will ensure that children have ready access to drinking water at all times.

Educators will encourage children to drink extra water during the summer months. The service recommends children bring a drink bottle, especially for Holiday Care excursions. This bottle should be clearly labelled with the child's name.

Diverse cultural experiences

Food provided includes food from various cultures particularly those represented in the service and local community.

Families from other cultures within the service or wider community may be invited to participate in the program, providing children with food experiences from their own culture.

Food awareness activities will be chosen from a variety of cultures and may include:

- Different ways of serving the food (i.e. chopsticks);
- Different varieties of foods (e.g. feta cheese instead of cheddar);
- Foods that may have significance within their culture (e.g. Anzac biscuits and their origin).

We encourage children to try foods that may be new to them. Culturally diverse food will be prepared and presented to children along with more familiar foods as part of the menu plan of the service.

Communication with families

The food provided by the service is planned ahead and menus are displayed in a prominent place for families and children.

Where parents are required to provide food for their children, the service will provide relevant nutritional information as well as suggestions for healthy food and drink choices.

If a child has special food needs e.g. cultural requirements or food allergies, the service will work with parents/guardians to develop a plan to meet the child's needs. Parents/guardians will inform the service of any changes.

Through the Family Handbook, parents are alerted to the Service's Nutrition Policy, and invited to contact the Nominated Supervisor at any time to discuss any comments, concerns or feedback in relation to the Nutrition Policy, and of their child's particular dietary requirements for health or other reasons.

On an annual basis, the Nominated Supervisor will facilitate family's input into the Nutrition Policy. Children, staff and parents/guardians are encouraged to contribute ideas for the menu. Family surveys distributed at YOSHC will include the opportunity for families to put forward ideas for the service menu and this food and nutrition policy.

Professional development

Yeronga OSHC management will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures.

Educators will be encouraged to attend professional development on food and nutritional related issues. The service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for educators.

Food Experiences

Food will not be used in the service as punishment or reward for children. Educators will encourage children to learn about food and nutrition through:

- Food awareness authorities being included in the Service program (e.g. Nutrition Australia)
- Engaging children in conversations about healthy lifestyles and good nutrition;
- Inclusion of children in service meal routines.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

General Health and Safety

Yeronga OSHC strives, through the following specific policies and procedures, to provide a safe, clean and healthy environment where safety and hygiene procedures are practised at all times to promote and support the health, wellbeing and safety of children, recognising particular needs of children in this respect, and of educators, staff members, parents and others coming to the Service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Duty of Care
- *NQS Area: 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1; 4.1; 6.1.1; 6.2.2; 6.3.3, 7.1.2; 7.3.1; 7.3.5.*
- *Policies: Anaphylaxis Management; Asthma; Cleaning and Sanitising; Communication with Families; Cooking with Children; Educators Practice; Emergency Equipment and Facilities; Enrolment; Environmental Management; Food Handling and Storage; Hygiene; Incident, Illness, Injury or Trauma; Infectious diseases; Information Handling (Privacy and Confidentiality); Managing Compliance within the Service; Medication; Non-smoking; Play Equipment and Resources; Preventative Health and Wellbeing; Risk Management and Compliance; Space and Facilities Requirements; Staff Health and Wellbeing; Staff Training and Professional Development; Sun Safety; Transport for Excursions; Use and Maintenance of Air Conditioning.*

Procedures

Yeronga OSHC enrolment procedures include the requirement for parents/guardians to advise of any particular health issues (including medications, special dietary or other requirements) and any other specific needs of their children.

The Nominated Supervisor will ensure that all educators and other staff members are aware of relevant specific notified needs. The Nominated Supervisor will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, basic first aid and special dietary requirements.

The Nominated Supervisor must ensure that, at least one educator with the required first aid qualifications, anaphylaxis management and emergency asthma management training as prescribed under *Education and Care Services National Regulations 2011 (Part 4.4, 136(1))*, is in attendance at any place children are being care for, and immediately available in an emergency, at all times children are being cared for (i.e. children go to oval or park, then a qualified first aid person must go with them).

To ensure the environment is safe for children, the Nominated Supervisor will be responsible to ensure that daily safety checklists are completed, prior to the children accessing the areas.

Educators will ensure that equipment is:

- Cleaned as per the cleaning checklist;
- Used safely by the children.

As per regulatory requirements risk assessments will be conducted for high risk activities and/or events including excursions. Educators will be instructed on supervision and duty of care requirement in actively supervising children within their area. Educators will ensure that they, and the children, have applied a SPF30+ sun screen and wear a broad brimmed hat, prior to outdoor play. Timing of outdoor activities will be guided by the Sun Safety Policy and take into account the UV rating for the day.

Children who are unwell will be isolated from other children in a quite area.

Educators will ensure that all food handling and storage procedures are followed to prevent the risk of contamination.

Policy Developed: 11/2014; Ratified: 6/2016

Harassment and Lockdown

Yeronga OSHC acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Behaviour Management and Support; Communication with Families; Court Orders and the Release of Children in Care; Drills and Evacuations; Emergency Equipment and Facilities; Extreme Weather; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Parent Conduct; Risk Management and Compliance; Staff Code of Conduct; Staff Orientation and Induction; Staff Role and Expectations; Staff Training and Professional Development; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm; Workplace Health and Safety.*

Procedures

In the event of harassment or unauthorised persons refusing to leave the premises the Nominated Supervisor will, if safe to do so, draw attention to the Parent/Guardian & Visitor Code of Conduct. If offender refuses to leave, the Nominated Supervisor will initiate the following drill:

- The educator (or child) being harassed, or the closest observer of the educator (or child) being harassed, will give a prearranged phrase, which is made known to all educators, to begin the procedure;
- The Nominated Supervisor or other person, who receives the signal, will calmly and quietly inform other educators of the need to remove the children to safety. If the threat is inside, educators will escort the children outside; if the threat is outside, the children will be escorted inside.
- An educator will witness and provide back-up for the Nominated Supervisor, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.

The Nominated Supervisor will obtain and if possible record relevant information (e.g. physical descriptions, car registration etc.) on a service incident report;

In the event of an internal threat (intruder, bomb and/or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged:

- An educator will telephone the relevant emergency number, if appropriate;
- An educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- An educator will collect the roll and parent contact numbers.

Once at the designated assembly area, an educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected.

In the event of an external threat (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following drill will be initiated:

- Educators will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
- All doors, windows and curtains will be shut and locked (if safe to do so);
- An educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected;
- Educators will encourage children to sit quietly.

During all drills or in the event of an actual threat, educators will calm the children and provide them with suitable games and activities as far as reasonably possible.

The Nominated Supervisor, or designated Health and Safety Representative will call 000 for back up if the drill is an actual emergency.

No one will leave, nor be permitted to leave, the area in such a drill until the Nominated Supervisor is satisfied that it is safe to do so.

At no time will educators try to physically remove an unwanted visitor.

All threatening situations will be evaluated as soon as reasonably possible after the drill or actual event, using an Emergency Drill Record and Evaluation form. Any necessary modifications or enhancements to these procedures will be made accordingly.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Homework

Yeronga OSHC acknowledges the diverse needs and requirements of the families and children who attend the service and will endeavour to provide adequate time, quiet space and supervision to enable children to complete homework as necessary, with the express understanding that time in school age care may be the optimal opportunity for homework completion.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *NQS Area: 1.1.1, 1.1.3, 1.1.5, 1.1.6; 2.3.1; 3.1.1, 3.1.3; 4.1.1; 5.1.2, 5.1.3, 5.2.1, 5.2.3; 6.2.1; 6.3.2, 7.3.5.*
- *Policies: Communication with Families; Enrolment; Information Handling (Privacy and Confidentiality); Program Planning; Respect for Children*

Procedures

Families can request their child join the YOSHC homework club list for after school care. A quiet area is accessible for children wishing to work on their homework.

Educators will support children with projects and homework to the extent possible however, due to supervision and duty of care requirements to all children, one-on-one assistance is not possible.

Educators are not responsible for monitoring homework quality, completion or signing off on homework.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Hygiene

For the ongoing and general health and safety of the children and educators, Yeronga OSHC aims to ensure a standard of general hygiene which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community through providing a clean, hygienic environment for all who attend our service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Work Health and Safety Act 2011
- NQS Area: 2.1.3, 2.1.4; 2.2.1; 4.2.1; 7.1.2, 7.3.5.
- Policies: Anaphylaxis Management; Animals; Children's Toileting; Cleaning and Sanitising; Communication with Families; Cooking with Children; Environmental Management; First Aid Waste Management; Food Handling and Storage; Incident, Illness, Injury or Trauma; Infectious Diseases, Non Smoking; Preventative Health and Wellbeing; Staff Health and Wellbeing; Staff Training and Professional Development.

Procedures

Use of gloves

When preparing food for routine meal times, educators will be required to wear gloves. Used gloves are to be disposed of immediately in such a way that they would be reasonably secure from children or others.

Gloves will be worn when cleaning up bodily fluids. These must be disposed of appropriately.

Hand Hygiene

Staff will ensure they model appropriate hand washing techniques to children. Hands should be washed before preparing or eating food, after toileting or handling animals, and after contact with bodily fluids.

Posters are mounted throughout the service to remind children and staff about effective hand washing

The best way to prevent the transmission of disease is through effective hand hygiene, which removes both dirt and germs from the hands. This can be done with soap and running water, or by using a hand rub.

Soap and Water

Educators will wash their hands, and ensure that children wash their hands, thoroughly with soap and water:

- Before handling, preparing and eating of food;
- Prior to and after giving first aid;
- After toileting, handling of animals or other activities which could lead to the spread of infection;
- After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.).

Hand Rubs

Hand rubs will not be used to replace soap and running water however, they are effective in certain situations, such as when soap and running water are not available.

To use a hand rub:

- Apply the recommended amount onto dry hands;
- Rub hands together so the hand rub comes in contact with all parts of the hands;
- Keep rubbing until the cleaner has evaporated and hands are dry.

Children with visible dirt, grease or food on their hands should be encouraged to clean their hands with soap and water (if possible), rather than use a hand rub.

Hand rubs will be kept out of reach of children and only used with adult supervision.

Noticeable signs/posters will be placed around the service to alert children to the need for effective hand hygiene.

Cleaning up Body Fluids

When cleaning up body fluids staff will be required to:

- Cover any cuts and abrasions on their hands and wear gloves;
- Where possible, mop up the spills using disposable paper towels or rags which can be thrown away. These items will be sealed in a plastic bag before placing in a rubbish bin;
- Seal soiled clothing in a plastic bag and store in an area not accessible to children or involved in food preparation. Parents/guardians will be notified soiled clothing is there to be picked up. If not collected within two days, clothing will be discarded;
- Clean objects and surfaces with hot soapy water and rinse them before applying disinfectant;
- wash hands with soap in warm running water and dry thoroughly when clean-up is completed and;
- Ensure any linen and clothing belonging to the service (once any solid material has been removed) is machine washed, on a hot cycle before using again.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Incident, Illness, Injury or Trauma

Yeronga OSHC proactively strives to avoid injuries occurring at the Service, and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible, to all injuries and illnesses.

The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Community Ambulance Cover Act 2003*
- *Duty of Care*
- *First Aid Code of Practice 2004*
- *NQS Area: 2.1.1, 2.1.2, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.2.3; 7.3.1,7.3.2, 7.3.3, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Anaphylaxis Management; Animals; Anti-bullying; Asthma; Behaviour Management and Support; Communication with Families; Educators Practice; Emergency Health and Medical Procedure Management; Enrolment; Excursions; First Aid Waste Management; Infectious Diseases; Information Handling (Privacy and Confidentiality); Insuring Risks; Managing Compliance within the Service; Medication; Observational Recording; Parent and Community Participation; Physical Activity; Preventative Health and Wellbeing; Promoting Protective Behaviours; Provision of Information; Reporting of Child Abuse; Reporting Guidelines and Directions for handling Disclosures and Suspicions of Harm; Respect for Children; Risk Management and Compliance; Staff Orientation and Induction; Staff Ratios; Staff Training and Professional Development; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm; Sun Safety; Water Activities and Safety; Workplace Health and Safety.*

Procedures

Under the *Community Ambulance Cover Act 2003*, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at their own cost.

Parental Permission

Written consent from the child's parent/guardian will be sought through the enrolment process for the Nominated Supervisor (or, in absence of the Nominated Supervisor, an educator qualified in first aid) to obtain medical attention, in keeping with the Policies and Procedures of Yeronga OSHC, if required.

On occasion, it may be necessary for a child to have an Individual Medical Action Plan. These plans must be provided by the parent/guardian and be developed in collaboration with the family medical practitioner.

Information contained may relate to management plans surrounding conditions such as anaphylaxis, asthma or epilepsy. Permission will be obtained from the parent/guardian to display this where staff can easily familiarise themselves with the health issue.

Staff will receive specialised training pertaining to any illness, which may require life-saving medication administration (e.g. diabetes).

Written consent will also be obtained from the parent/guardian for the use of all health and other personal information which the service has relating to the child for the purpose of enabling educators of the service to:

- Administer care and assistance to the child, including by obtaining emergency or other medical assistance or care for the child in accordance with this policy; and
- Report any injury or illness as required by law.

First Aid

At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times children are being cared for by the Service.

Disposable gloves are to be worn when administering first aid and will be disposed of immediately after use, in a way that they are reasonably secure from children and others.

The Co-ordinator, or delegate a qualified educator to, will ensure that the following are kept at the Service at all times, and are accessible to the educators but not to children:

- A fully equipped and maintained first aid kit, adequate for the number of children attending the service. The first aid kit is inaccessible to children but accessible to all educators;
- Cold packs and ice are kept in the freezer section of the fridge, ready for use in the administering of first aid;
- A store of disposable gloves; and
- Current emergency contact telephone numbers.

Immediate Procedure upon Incident, Illness, Injury or Trauma

If a child becomes ill, injured or suffers trauma while attending Yeronga OSHC:

- Educators will comfort and calm the child;
- Minor head injuries will be reported to the Nominated Supervisor, monitored for safety and recorded on the relevant form. Parents/guardians may be contacted at the Nominated Supervisors' discretion.
- Significant head injuries will be reported to the Nominated Supervisor who will contact the child's parent/guardian via phone (where possible), to notify them of the circumstances including:
 - The treatment administered; and
 - Whether the child has returned to normal activities as deemed appropriate by the Nominated Supervisor or suitably qualified educator.
- An educator, qualified in First Aid, will administer appropriate first aid and assess the child's condition; in consultation with the Nominated Supervisor;
- Educators will not administer any non-prescribed medications to any child attending the service;
- If necessary, the Nominated Supervisor, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;
- If necessary, the Nominated Supervisor, or qualified educator, will contact the parents/guardians to collect their child as soon as possible;
- The child will be kept under adult supervision and the condition monitored until the parents/guardians arrival; and

Symptoms of illness may include, but are not limited to:

- Vomiting or diarrhoea;
- High temperature, flushed appearance or unusual pallor;
- Skin eruptions or swelling;
- Severe coughing or unusual coloured nasal discharge; and
- Stomach or headaches severe enough for an educator to be concerned.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- If a child requires emergency medication (Epipen, Ventolin etc.), the Nominated Supervisor will attempt to obtain verbal consent from the parent/guardian, prior to calling for an ambulance;
- The Nominated Supervisor, or qualified educator, will call an ambulance or direct another educator to call an ambulance;
- All attempts will be made to notify the parents/guardians;
- If parents/guardians are unable to accompany the child to the hospital, the Nominated Supervisor, or qualified educator, will accompany the child provided that they leave at least one educator who

has a current first-aid and cpr qualification, anaphylaxis management and emergency asthma management training and that the educator ratios for the service are maintained and,

All costs incurred in obtaining emergency medical attention for a child will be met by the parents/guardians.

Recording and Reporting Incident, Illness, Injury or Trauma

Educators who administer first aid must complete an Incident, Injury and Illness Report as soon as reasonably possible after the child suffers the incident, illness, injury or trauma.

Information which must be included on this report after a child suffers an incident, illness, injury or trauma is:

- The child's name;
- Date and time of accident/incident;
- Details of accident/incident;
- Parents/guardians contacted;
- Treatment and outcome of accident/incident;
- Whether first aid kit was used and if so what treatment;
- Educator signature and witness signature; and
- Parents/guardians signature confirming knowledge of accident/incident.

The information contained in the accident/incident report forms must not be used for any purpose except strictly in accordance with this Policy, the Privacy Policy (Information Handling (Privacy and Confidentiality)) and any other relevant policies of the Service.

All records pertaining to any child's illness, injury or trauma will be kept until the child reaches 24 years of age.

The Nominated Supervisor will ensure that parents/guardians are advised of any signs of illness or injury suffered by their child and the treatment given, upon collection of their child.

The Co-ordinator is responsible for the obligation under section 174 (4) of the *Education and Care Services National Law Act 2010* to report to the relevant Regulatory Authority if a child dies, or suffers an injury at the Service for which treatment from a medical practitioner was obtained, or ought reasonably to have been sought.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Including Children with Special/Additional Needs

Yeronga OSHC recognises that additional support may be required when including children with special/additional needs into the program. These procedures will support the successful inclusion of children with special/additional needs through implementing practices which are conducive to a supportive environment to children, families and educators.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *QLD Anti-Discrimination Act 1991*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 2.2.2; 3.1.3; 3.2.1; 4.2; 5.1; 5.2; 6.1.1; 6.2.2; 6.3.3; 7.1.2, 7.1.3, 7.1.5; 7.2.1,7.2.3; 7.3.4, 7.3.5.*
- *Policies: Access for Families and Children; Anaphylaxis Management; Asthma; Behaviour Management and support; Children's Toileting; Communication with Families; Complaints Handling; Diversity, Inclusion, Culture and Reconciliation; Educators Practice; Emergency Health and Medical Procedure Management; Enrolment; Excursions; Food Handling and Storage; Food and Nutrition; Incident, Illness, Injury or Trauma; Including Children with Special/Additional Needs; Inclusion and Anti-bias; Information Handling (Privacy and Confidentiality); Medication; Program Planning; Respect for Children; Risk Management and Compliance; Staff Orientation and Induction; Staff Recruitment and Employment; Staff role and Expectations; Staff Training and Professional Development.*

Procedures

Parents/guardians are required to provide relevant information upon enrolment about their child/ren which pertains to the child's special/additional need. This shall be in the format of appropriate questions on the enrolment form and through the enrolment procedure.

Yeronga OSHC shall follow through with an equal opportunity enrolment process for all children. This will involve collecting appropriate information about children which may impact on their ability to participate in the program.

The service shall have the right to request any information in regard to the child/ren's needs so far as it may impact on their ability to participate in the program and be appropriately cared for within the service.

Parent permission shall be requested should the service wish to make contact with the Inclusion Support Agency. This shall be in the format as required by the ISA.

The service shall contact the Inclusion Support Agency to obtain advice and information about the inclusion process as required.

The processes outlined in the Inclusion and Professional Support Program Guidelines shall be followed to establish a service support plan. This may involve professional support from the ISA.

The service shall appropriately assess their capacity to include the child within the service through conducting a risk management process if necessary.

Yeronga OSHC shall maintain the right to make a decision regarding the suitable placement of children with special needs in the service based on the information, support and advice available.

Appropriate training and support shall be provided for all educators to ensure continuity of care and commitment to inclusion.

Policy Developed: 10/2014; Ratified: 6/2016

Inclusion and Anti-bias

Yeronga OSHC supports the principles of equity through implementing inclusive and anti-bias practices. At our service, the common aim in equal opportunities is to achieve equal relations between nationalities, races, religions, genders and special needs, to cultivate each child's ability to stand up for themselves and for others and act to promote equity and justice. To develop programs which support the goals of an anti-bias program and for each child to be able to recognise and challenge bias. To regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *QLD Anti-Discrimination Act 1991*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 2.2.2; 3.1.3; 3.2.1; 4.2; 5.1; 5.2; 6.1.1; 6.2.2; 6.3.3; 7.1.2, 7.1.3, 7.1.5; 7.2.1, 7.2.3; 7.3.4, 7.3.5.*
- *Policies: Access for Families and Children; Anti-bullying; Behaviour Management and Support; Communication with Families; Complaints Handling; Diversity, Inclusion, Culture and Reconciliation; Educators Practice; Enrolment; Excursions; Food and Nutrition; Including Children with Special/Additional Needs; Physical Activity; Respect for Children; Staff Code of Conduct; Staff Orientation and Induction; Staff Recruitment and Employment; Workplace Bullying and Harassment.*

Procedures

Parents Will:

- Inform the Nominated Supervisor of the family and child's cultural and/or language requirements at the time of enrolment;
- Inform the Nominated Supervisor of the family and child's additional needs at the time of enrolment or whenever identified;
- Be encouraged to contribute to the program and operation of the service by sharing information about their individual needs;
- Be informed via newsletter, noticeboard or other appropriate forms of communication about the service's policies and practices.

Educators Will:

- Ensure that their language and daily practices are inclusive and non-discriminatory;
- Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development and active participation of in-service training;
- Self –evaluate and monitor their biases concerning gender, stereotypes or other differences between children;
- Ensure their behaviours comply with the service's policies and code of conduct;
- Utilise the parent's expertise in relation to their child's needs and communicate effectively with parents;
- Observe the local community of the service;
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs;
- Incorporate into the program advice identified through consultation with other professionals, the child's family and those with particular expertise in relevant areas;
- Ensure that their interactions with children:
 - Promote gender equality;

- Promote equality regardless of race, culture or differences;
- Encourage children to develop to their full potential regardless of different abilities or needs;
- Acknowledge and value children's unique and individual differences.
- Implement a range of practices to actively counteract bias or prejudice such as:-
 - Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds;
 - Use anti-bias language when communicating with children and families;
 - Talking to children about differences in positive ways;
 - Celebrating occasions that are relevant to a variety of cultures;
 - Sharing information with children about different cultures and ability backgrounds;
 - Providing inclusive models when discussing family structures with all children;
 - Providing inclusive resources, experiences and materials;
 - Providing information for children and families in other languages when appropriate;
 - Displaying posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds; and
 - Ensuring the physical environment reflects an inclusive and anti-bias approach.

Management Will

- Support educators in their professional development opportunities to ensure the provision of inclusive and anti-bias programs;
- Assess service documents and communications to ensure that they are inclusive and promote an anti-bias approach;
- Ensure all enrolment policies and practices are inclusive and anti-bias;
- Provide the opportunity for parents and educators to contribute to the review of the policy on an annual basis;
- Ensure that all equipment and resources purchased are inclusive and anti-bias;
- Include in the educator selection criteria the applicant's ability to accept and implement inclusive practices and an anti-bias approach;
- Include information regarding the services commitment to inclusive practices and anti-bias in the Educator handbook and induction and orientation package.

Policy Developed: 10/2014; Ratified: 6/2016

Infectious Diseases

Yeronga OSHC will strive to remove immediate and/or serious risks to the health of the children from possible cross-infections and health problems by adopting appropriate procedures for dealing with infectious diseases*, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents known to have infectious diseases will be excluded from attending YOSHC to prevent the diseases spreading to others.

*When **infectious disease** is referred to in these policies and procedures, it means communicable diseases and notifiable diseases as determined by the Commonwealth Government Department of Health (www.health.gov.au)

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *National Health and Medical Research Council 'Staying Healthy in Childcare' 5th edition*
- *NQS Area: 2.1.3, 2.1.4; 4.2.1; 6.1.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Cleaning and Sanitising; Communication with Families; Educators Practice; Enrolment; First Aid Waste Management; Food Handling and Storage; General Health and Safety, Hygiene, Medication; Preventative Health and Wellbeing, Staff Health and Wellbeing; Staff Immunisation; Staff Orientation and Induction; Workplace Health and Safety.*

Procedures

Monitoring

The Nominated Supervisor will keep up to date information on infectious diseases within the community when the need arises.

The NHMRC resource 'Staying Healthy in Childcare' will be referred to when making any decisions in regards to communicable diseases and/or exclusion periods.

Reporting

Parents/guardians will be advised, through the enrolment process and the Policies and Procedures that children who are ill are not to be brought to YOSHC.

It is the responsibility of parents/guardians to inform the Nominated Supervisor of any infectious disease that their child or other immediate family members may be suffering.

It is the responsibility of educators to inform the Nominated Supervisor of any infectious disease that they, or their other immediate family members, may be suffering.

Yeronga OSHC is responsible for ensuring that all notifiable diseases are reported to the State Health Authorities (as per requirements of the Commonwealth Government Department of Health).

A notice will be displayed, in a prominent position, to inform families of illness or disease at the service with due consideration given to confidentiality and privacy of individuals concerned.

The Nominated Supervisor will notify the Yeronga OSHC Management committee, in writing, that a notifiable disease has been reported. A confidential record will be made in regard to infectious disease and maintained by the Nominated Supervisor. These records will include the child's name, age, symptoms, date and time when educators first noticed the illness and any action taken. This record will not be available to other parents/guardians in view of the sensitive nature of a child's health information (see Information Handling (Privacy and Confidentiality) Policy).

The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of Yeronga OSHC will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion

All people, including children and educators, who are suffering from any infectious diseases will be excluded from the Service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:-

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- For educators and staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;
- For parents or other adults, they will be required to leave the premises immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease;

If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per the NHMRC Staying Healthy in childcare 5th Edition.).

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be required before the child/educator is re-admitted to the Service. Information can be obtained from the Department of Health at www.health.gov.au and the National Health and Medical Research Council at www.nhmrc.gov.au.

Immunisation

Children who are younger than seven must meet the Australian Government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for Child Care Benefit (CCB). Families can ask the Family Assistance Office (FAO) for information about the requirements and exemptions.

Non-immunisation

Children and educators may be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. Staff and Children must advise YOSHC administration if they are not immunised for certain illnesses. This period of exclusion will be in accordance with the guidelines as recommended in the NHMRC 'Staying Healthy in Childcare 5th Edition'.

"The Queensland Government amended the [Public Health Act 2005](#) to give approved early childhood education and care services (ECEC services) the power to exercise discretion regarding enrolment and attendance of children who are not up to date with their immunisations.

Changes to the legislation took effect from 1 January 2016.

The changes do not make immunisation mandatory. Under the new legislation, ECEC services can choose to refuse enrolment or attendance of children whose immunisation status is not up to date.

These changes will better protect young and vulnerable Queenslanders from vaccine-preventable disease.' - <https://www.health.qld.gov.au/system-governance/legislation/reviews/immunisation/default.asp>

The decision to approve or deny a child's enrolment due to an incomplete immunisation status lies with the P&C of Yeronga State School, the licencing body for YOSHC.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Information Handling (Privacy and Confidentiality)

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988 and Regulations 2013*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- *NQS Area: 1.1.4; 1.2.1, 1.2.3; 2.1.1; 2.3.3, 2.3.4; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 7.1.1, 7.1.2, 7.1.5; 7.2.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Anaphylaxis Management; Anti-bullying; Arrivals and Departures of Children; Asthma; Behaviour Management and Support; Communication with Community; Communication with Families; Complaints Handling; Court Orders and the Release of Children in Care; Enrolment; Exclusions for Behavioural Reasons; Excursions; Extra-curricular Activities; Fees; Incident, Illness, Injury or Trauma; Infectious diseases; Medication; Observational Recording; Parents and Citizens Association; Provision of Information; Record Back up and Off Site Information Handling; Reporting of Child abuse; Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm; Staff Counselling and Disciplinary Procedures; Staff Performance Monitoring, Review and Management; Staff Recruitment and Employment; Use of Photographic and Video Images of Children; Workplace Bullying and Harassment; Workplace Sexual Harassment; Workplace Health and Safety.*

Procedures

Through this policy, Yeronga State School P&C Association complies with the Australian Privacy Principles under the *Privacy Act 2000* (Commonwealth) and amendments.

The Service gathers only the information it needs in order to provide its services and protect and care for children and employees. Types of information we collect include (but not limited to):

- Personal information on employees such as emergency contact details, qualifications, recognized training and places of previous employment;
- Personal information for children and families including Customer Reference Numbers (CRN's from Dept. Human Services), names, addresses and contact details for family members and children's medical details.

Yeronga State School P&C Association obtains the written consent of persons to the use of the information by Yeronga OSHC in connection with providing the services, delivering the program and complying with its duty of care to children, staff and other persons, including those giving the information. The service may seek permission to share relevant information as required by law. This is done through enrolment and other related procedures as new information is received.

All employees, P&C executive and P&C subcommittee members are required to sign a Confidentiality Agreement upon appointment.

The Service protects the rights of the individual's privacy by ensuring that information collected is stored securely.

Records of Yeronga OSHC are to be accessed only by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfil Yeronga OSHC's duty of care and responsibilities to the children.

Records relating to a child in care will be kept by the service for at least the following time:

- Records pertaining to any child injury, illness or trauma - until the child is 25 years old;

- Records relating to a child's death – until the end of seven years after the death; and
- Otherwise three years following the end of the calendar year in which care was last provided.

The Nominated Supervisor will ensure that children's records are reviewed and updated annually and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child's record.

The service will ensure:-

- Fair and open information collection practices;
- Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
- Use and accessibility of personal information is limited.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Information Technology

Yeronga State School P&C Association acknowledges and recognizes the significant impact of information technology on YOSHC services and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Family and Child Commission Act 2014*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5; 1.2.2; 3.2.2; 4.2.1; 5.2.1; 6.1.2; 6.2.1; 7.1.2; 7.2.1; 7.3.5.*
- *Policies: Children's Property and Belongings; Communication with Families; Enrolment; Information Handling (Privacy and Confidentiality); Play Equipment and Resources; Program Planning; Staff Orientation and Induction, Staff Online Social Networking, Use of Photographic and Video Images of Children*

Procedures

Information technology is considered a valuable learning tool for school age children attending YOSHC services and shall be included as an appropriate part of the overall program when accessible.

Information technology can include computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.

Information technology accessible to children (such as the internet) shall be monitored by educators.

Approved mechanisms shall be put in place to ensure that children who are able to access the internet at the service do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.

Educators shall not be permitted to use personal mobile phone cameras to take photos of children.
Educators shall not be permitted to use personal digital (or manual) cameras to take photos of children.

The service shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

Policy Developed: 12/2014; Ratified: 6/2016

Insuring Risks

Yeronga State School P&C Association recognises and acknowledges the need for a responsible approach to identifying and managing risks (see Risk Management and Compliance Policy). To protect employees, children, parents and volunteer management committee members, Yeronga OSHC will ensure adequate insurance protection at all times.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Education (General Provision) Act 2006*
- *NQS Area: 2.3.2; 4.2.1; 7.1.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Excursions; Program Planning; Quality Compliance; Risk Management and Compliance; Water Activities and Safety; Workplace Health and Safety.*

Procedures

As per the *Education and Care Services National Law 2010* responsibility rests with the Yeronga State School P&C Association to take out and keep current adequate public liability insurance with a minimum cover of \$10 Million building and contents (including loss of cash from premises or in transit) and other insurances.

Yeronga State School P&C Association, in collaboration with the Nominated Supervisor, will source information on insurances required for the service. The P&C Association will then ensure insurances are purchased through a reputable insurance broker.

A certificate of currency shall be kept on file at the service and updated regularly.

The Yeronga State School P&C Association is responsible for ensuring that Yeronga OSHC has adequate Worker's Compensation Insurance for all staff including volunteers.

Holiday Care programs, including all excursions and incursions, will be presented to the Yeronga State School P&C Association in advance of the holiday care period. The P&C Association will inform the insurer of any high risk excursions or incursions planned and will request a determination of additional premium, if necessary. A risk assessment will be completed for each excursion/incursion to identify possible risks.

Claims

In the event of a claim being made or a reportable incident, the Nominated Supervisor will notify the Yeronga State School P&C Association or nominated management person immediately.

If directed by the Yeronga State School P&C Association the Nominated Supervisor, or nominated management person will notify the Insurance Company and ensure that the service follows all directions of the Insurance Company and in the case of material or significant claims, may seek legal advice for the service

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Intellectual Property and Copyright

Yeronga State School P&C Association recognises that for the purposes of operating an OSHC service many written materials need to be developed to ensure compliance with relevant legislation.

These written materials include, but are not limited to:

- Policies and Procedures manuals;
- Handbooks;
- Operational Documents and Forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of Yeronga OSHC shall remain the Intellectual property of the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Copyright Act 1968*
- *NQS Area: 7.1.2; 7.1.4; 7.3.2, 7.3.4.*
- *Policies: Educational Leader; Parents and Citizens Association; Policy Development, Sourcing and Review; Quality Compliance; Record Back Up and Off Site Information Handling; Staff Recruitment and Employment; Staff Role and Expectations*

Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be version controlled, dated and marked with the name of the service.

If appropriate the document shall be further marked with the words 'copyright' or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

Employees or other agents engaged by the service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

All written materials shall be marked 'draft' until ratified by the Yeronga State School P&C Association.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.

Policy Developed: 12/2014; Ratified: 6/2016

Maintaining Duty of Care – Non-Attending Children

Yeronga OSHC recognizes that on the rare occasion, children not enrolled into the YOSHC service or attending the YOSHC service may seek assistance from the YOSHC educators or management. For whatever reason the children seek assistance from the YOSHC to ensure their safety and wellbeing, the YOSHC employees shall at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity.

This policy is recommended as guidance in making appropriate decisions which are in the best interests of preserving the safety and well-being of all children.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3.2, 2.3.3; 6.1.3; 6.3.2; 7.3.2, 7.3.5.*
- *Policies: Arrivals and Departures of Children; Bookings and Cancellations; Communication with Families; Complaints handling; Enrolment; Staff Ratios.*

Procedures

Yeronga OSHC shall endeavour to establish a mutually beneficial relationship coexistent policy with the school (if appropriate) to ensure that the duty of care is upheld by all parties involved. To this extent the service will:

- Follow school procedure by sending children to the office if they are not booked into YOSHC;
- Communicate with the school office by telephone or in person that the child has been referred to the office for collection by parents or guardians.

If the school office is unattended the Nominated Supervisor shall observe the following procedure when recording children as attending who are currently enrolled at the service:

- Make reasonable attempts to call parents or authorised persons;
- Ensure strict adherence to ratios and other legislative guidelines.

If the school office is unattended the Nominated Supervisor shall observe the following procedure when observing their duty of care for children who are not currently enrolled in the YOSHC service:

- Make reasonable attempts to call parents or authorised persons (including the School Principal or Administration) known to the child;
- Ensure the child/ren are safe and secure but not participating in the organised activities of the service;
- Call the police for support when a reasonable time has passed without any notification from a person known to the child.

Policy Developed: 10/2014; Ratified: 6/2016

Management of Intoxicated or Persons Under the Influence

The following policy and procedure are written and described without prejudice:

On occasion, the Nominated Supervisor (or senior educators) of the service may need to exercise duty of care in managing particular situations. These occasions as described by such policy may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. All persons considered or expected under the influence of drugs, alcohol or other substance that are under the employ (at the time) of the service shall be referred to the "fit for work" policy and procedure. All persons who are not under the current employ of the service shall be requested to follow the policy and procedure as described.

Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.2; 4.2.1; 7.1.1, 7.1.2; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Arrivals and Departures of Children; Communication with Families; harassment and Lockdown; Information Handling (Privacy and Confidentiality); Parent Conduct; Staff Orientation and Induction; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:

- Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.

Should the Nominated Supervisor (or other senior educator) reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drugs or other substance, they shall:

- Make attempt to discuss their concerns with the parent, guardian or authorised person collecting the child or, if it is not the parent collecting the child, make attempt to contact the parent to discuss concerns;
- Only release the child if required to by law;
- Call the police if an immediate threat to the welfare and wellbeing of children/and or family exists.

Policy Developed: 12/2014; Ratified: 6/2016

Management of Poisonous Plants and Fungi

In the interests of health and wellbeing of the children, Yeronga OSHC understands the need to maintain a healthy and safe environment for children and educators whilst at the same time valuing the aesthetic appeal of the natural environment. A number of plants and fungi are known to be poisonous to people and may pose significant risk if consumed, or in some cases handled. The service shall endeavour to ensure the environment is free of potentially poisonous plants and fungi.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.2; 7.1.1*
- *Policies: Emergency Health and Medical Procedure Management; General Health and Safety; Preventative Health and Wellbeing; Space and Facilities Requirements; Workplace Health and Safety.*

Procedures

The service shall keep in a visually accessible location the number for the Poisons Information Centre, which is 131 126.

The service environment will be maintained free from poisonous plants and fungi through:

- Negotiating with the school to ensure the planting of suitable trees, plants and shrubs;
- Regularly checking the service's outdoor environment for growth of potentially poisonous plants, in particular weeds and fungi;
- Immediately removing any recognised poisonous plants from the service outdoor environment using appropriate gardening equipment and disposing of these in a safe manner.

Policy Developed: 11/2014; Ratified: 6/2016

Managing Compliance within the Service

Yeronga State School P&C Association recognises that strategies must be in place to ensure ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for ensuring the service actively monitors compliance aspects.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area 6.1.3; 7.1; 7.2.2, 7.2.3; 7.3.*
- *Policies: Anaphylaxis Management; Approval Requirements under Legislation; Cleaning and Sanitising; Communication with Families; Drills and Evacuations; Educational Leader; Excursions; Fire Safety Compliance; Food Act Compliance; Insuring Risks; Medication; Quality Compliance; Risk Management and Compliance; Service Supervisor Certificate; Staff Role and Expectations; Staff Orientation and Induction; Use of Photographic and Video Images of Children; Workplace Health and Safety.*

Procedures

Yeronga OSHC shall actively work towards compliance with:

- Education and Care Services National Law, 2010 and Regulations 2011;
- National Quality Standards for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 and amendments (Child Care Benefit);
- A New Tax System (Family Assistance) Act 1999;
- Family Assistance Legislation Amendment (Child Care Management System and Other Measures) Regulations 2009
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Legislation;
- Privacy legislation; and
- Child Protection Legislation.

Compliance monitoring strategies shall be implemented including:

- Developing compliance checklists for use within the service on a regular basis such as, safety checklists;
- Updating the compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available;
- Seeking reputable organizations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis;
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures through borrowing from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, emails, notices and other methods of communication.

Positive Notice Blue Card Compliance

All employees, volunteers and executive members of management must hold a current and valid blue card for the duration of their engagement with the service.

Prospective paid employees shall not be engaged to work at the service until appropriate application for a blue card has been made. Required evidence of such application shall be maintained at the service.

Continued employment or engagement with the service shall be dependent on the applicant being eligible for and obtaining a blue card.

A blue card register will be maintained by the Nominated Supervisor and shall contain certified copies of blue cards of all employees and volunteers as well as executive and sub-committee management members. The register shall be referred to by the Nominated Supervisor/Administrator on a regular basis to track expiry dates.

All employees, volunteers, executive and sub-committee management members holding existing blue cards prior to their involvement with the service shall be required to complete appropriate documentation to have their engagement with the service recorded e.g. Authorisation to confirm a valid blue card.

All employees, volunteers, executive and sub-committee management members shall be provided with information regarding their responsibilities in holding a blue card.

Policy Developed: 12/2014; Ratified: 6/2016

Medication

In the interests of health and wellbeing of the children, Yeronga OSHC will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name and dose of medication required.

The service recognizes and acknowledges the skill and competence of children in working collaboratively with families to enable children to self-administer medications, with prior parent authority.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 6.3.2; 7.1.2; 7.3.1, 7.3.2; 7.3.3, 7.3.5.*
- *Policies: Anaphylaxis Management; Asthma; Communication with Families; Emergency Health and Medical Procedure Management; Enrolment, General Health and Safety; Information Handling (Privacy and Confidentiality); Staff Orientation and Induction; Staff Training and Professional Development.*

Procedures

See procedures under the General Health and Safety Policy, regarding obligations for parents to advise the Service of particular health needs, including medication, for their children.

Parents will be required to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending the service, rather than requesting the service to do so, unless absolutely necessary.

Educators will only be permitted to administer medication to a child if it is:

- A medication prescribed by a registered medical practitioner;
- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a completed and signed 'Authorisation to Administer Medication' form from the parent/guardian.

All medication will be stored in a secure cupboard or similar storage receptacle.

Medication requiring refrigeration will be kept in a clearly labelled and locked storage box, in the fridge.

All medication will be administered by the Nominated Supervisor (or an educator nominated by the Nominated Supervisor who is duly qualified in first aid) and witnessed by another educator. An entry will be made into the Medication Administration Register with both the administering educator and the witnessing educator signing the entry. The parent/guardian must sign the entry at the end of the day.

Unused medication will be returned to the parent/guardian on collection of the child, unless the parent/guardian requests it stays at the centre, as may be the case for regular and/or ongoing medications.

Children self-administering medication

In all instances of children self-administering medication, the relevant authority form will be completed by the parent/guardian, prior to the child administering the medication.

This information will be detailed in the child's medical conditions management plan and the medical conditions risk minimisation plan if appropriate, and the location of the child's medication for self-administration must also be noted and made available to educators.

Educators will supervise children who are self-administering medications and to promote consistency and ensure the welfare of all children using the service, educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.

Should educators feel that the child is not able to successfully administer the medication then they reserve the right to administer it on behalf of the child.

The service will record all instances of supervised self-administration of medication as per the procedures articulated within this policy

For children with ongoing medical conditions such as asthma and/or diabetes, who require regular medication, an Individual Medical Action Plan, completed in conjunction with their medical practitioner, must be provided by the parent/guardian. An 'Authorisation to Administer Medication' form must be completed and include information such as whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

For all self-administered medications the medication administering procedures as previously detailed in this policy will be followed. Therefore, medication must be in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date or it CANNOT be administered.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Menu Development

Yeronga OSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending YOSHC. In collaboration with educators, children and families, a service menu will be developed, consistent with the Australian Dietary Guidelines and inclusive of children's health/medical issues relating to foods.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Australian Dietary Guidelines (NHMRC 2013)*
- *Smart Choices Healthy Food and Drink Supply Strategy for Queensland Schools*
- *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1; 2.2.1; 2.3.1, 2.3.3; 5.1.2, 5.1.3; 5.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2; 7.3.2, 7.3.5.*
- *Policies: Anaphylaxis Management; Budgeting and Planning; Communication with Families; Cooking with Children; Diversity, Inclusion, Culture and Reconciliation; Enrolment; Food Act Compliance; Food and Nutrition; Including Children with Special/Additional Needs, Parent and Community Participation; Program Planning; Space and Facilities Requirements.*

Procedures

Development of the service menu will be a collaborative effort between educators, children and families.

Educators will guide children and families in ensuring the service menu is healthy, balanced, varied, age appropriate and consistent with the Australian Dietary Guidelines and as far as reasonably possible, meets the needs of children with special dietary requirements.

Service menus are planned on a regular basis, using a checklist to ensure that food provided is varied and encompasses all the food groups. The Nominated Supervisor will ensure that the menu is displayed for families and accurately describes the food and drinks being provided by the service.

Educators will be informed of children's food allergies and/or restrictions (including cultural or religious) through the staff communication book and regular team meetings.

Families, children and educators are encouraged to contribute recipes and suggestions to support a culturally diverse menu.

Educators will be provided with opportunities for professional development training relating to nutrition and food related issues.

Policy Developed: 11/2014; Ratified: 6/2016

Non-Smoking

To maintain the ongoing health and wellbeing of children, families, educators and community members, the service actively encourages and provides a smoke free environment. This demonstrates a commitment to the health and wellbeing of all who use the service

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011*
- *Family and Child Commission Act 2014*
- *Tobacco and Other Smoking Products Act 1998 and Other Smoking Products Amendment Bill 2004*
- *NQS Area: 2.1.1; 3.1.2; 7.1.1, 7.1.2; 7.3.5.*
- *Policies: Asthma; Communication with Families; Environmental Management; General Health and Safety; Preventative Health and Wellbeing; Staff Orientation and Induction.*

Procedures

Yeronga OSHC Family and Educator Handbooks shall include information regarding the service's policy and procedures for smoking, consistent with Education Queensland policy, which states that there is to be no smoking anywhere within the school grounds, including car parks.

Visitors to the service location or site shall be actively informed as required about the policy and procedures for smoking, if necessary.

Appropriate signs, displaying a no smoking symbol such as a circle with diagonal line over a picture of a cigarette, shall be displayed in accessible places to reinforce the message of a non-smoking environment.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Observational Recording

Yeronga OSHC acknowledges the need to document children's participation in the program to inform future program development and to ensure the needs; interests and abilities of all children are broadly considered. We acknowledge that children's participation and experiences may be documented in different ways, depending on the context of the observation.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.1.5; 1.2; 2.2.2, 2.3.4; 3.2; 3.3.1; 4.2.1, 5.2.2, 5.2.3; 6.3.2; 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.5.*
- *Policies: Behaviour Management and Support; Communication with Families; Enrolment; Excursions; Incident, Illness, Injury or Trauma; Information Handling (Privacy and Confidentiality); Medication; Program Planning; Program and Documentation Evaluation; Reporting of Child Abuse; Reporting Guidelines and Directions for Handling Disclosure and Suspicions of Harm; Respect for Children; Staff Orientation and Induction; Staff Role and Expectations; Use of Photographic and Video Images of Children.*

Procedures

Yeronga OSHC educators shall draw upon the 'My Time, Our Place' Framework for School Age Care in Australia to guide their practice and will use this framework as a foundation for observational recording.

Yeronga OSHC shall take a collaborative approach to the documenting of children's participation in the program as educators work with children to document their experiences and learning through a variety of methods including:

- Diary entries;
- Anecdotes;
- Photographs;
- Journals;
- Learning stories;
- Programming notes; and
- Evaluation forms.

Educators may be required to complete observations/documentation regarding specific children's needs, particularly in relation to children with identified additional needs and/or medical concerns.

As part of the services ongoing planning, reflection and evaluation processes, educators will be required to document various aspects of children's learning and experiences within the program to ensure the services' identified goals are met.

Educators, from time to time, may be required to document long records of observations, particularly in respect to behaviour incidents or issues relating to child protection matters.

The records and observations, if appropriate, may be made available to families upon request but shall under no circumstances breach confidentiality or privacy of another child or family in the sharing of such information.

Educators shall receive appropriate training and support to develop their observational recording skills and, as part of the service orientation/induction process, educators will receive adequate guidance and instruction to ensure confidentiality is maintained when recording such observations.

Policy Developed: 11/2014; Ratified: 6/2016

Parent and Community Participation

Yeronga OSHC values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, the service shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children's lifelong learning and recreational enrichment.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Public Liability Insurance*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 2.2.2; 2.3.3; 4.2.1; 6.1.1,6.1.2; 6.2.1, 6.2.2; 6.3.1, 6.3.3, 6.3.4; 7.1.5; 7.2.1, 7.2.3; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Communication with Community; Communication with Families; Complaints Handling; Enrolment; Excursions; Parents and Citizens Association; Parents and Citizens Association YOSHC Sub Committee; Parent Conduct; Program Planning; Risk Management and Compliance; shared Facilities; Volunteers and Students.*

Procedures

Parents

Yeronga OSHC shall develop and implement strategies and processes that identify:

- Parent skills and interests suitable to the program;
- How such parent involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent skills and interests may be utilized as part of the program throughout the year.

Parents will be encouraged to participate in the service through attendance at management meetings and/or service events.

Community

Yeronga OSHC shall develop and implement strategies and processes that identify:

- Accessible Community Resources;
- The methods in which such resources can be utilized e.g. excursions, incursions, support activities etc.;
- How such Community engagement will support the overall objectives of the service and in particular program delivery; and
- When such Community resources may be able utilized throughout the year.

The Nominated Supervisor, Management and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

Policy Developed: 12/2014; Ratified: 6/2016

Parents & Citizens Association

The Yeronga State School P&C Association recognises and acknowledges its role as a legal entity, formed under the Education (General Provisions) Act 2006. As an Approved Provider of Education and Care for school age children, The Yeronga State School P&C Association has the overall responsibility of the management and operation of Yeronga OSHC.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Education (General Provisions) Act 2006*
- *Accounting Manual for P&C Associations*
- *P&C's Qld Support Guide for P&C Associations*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 4.1; 6.1; 7.1; 7.2; 7.3.*
- *Policies: Approval Requirements Under Legislation; Communication with Community; Communication with Families; Information Handling (Privacy and Confidentiality); Insuring Risks; Intellectual Property and Copyright; Managing Compliance Within the Service; Parent and Community Participation; Parents and Citizens Association YOSHC Sub Committee; Parent Conduct; Policy Development Sourcing and Review; Risk Management and Compliance; Space and Facilities Requirements; Staff Recruitment and Employment; Volunteers and Students.*

Procedures

Responsibilities

Yeronga State School P&C Association, as the Approved Provider, have operational and legislative responsibilities associated with their involvement in Yeronga OSHC. These include, but may not be limited to:

- Ensuring the safety, health and wellbeing of children and educators who attend Yeronga OSHC
- Appointing a suitably qualified person to be the designated Nominated Supervisor for Yeronga OSHC
- Implementing effective administrative procedures to ensure legislative responsibilities are met;
- Ensuring the budgeting and planning processes are approved and monitored in line with the P&C Accounting Manual Qld;
- Ensuring the implementation, ongoing review and updating of these policies and procedures;
- Facilitating professional development for educators and in particular, training related to regulatory requirements including Child Protection and safe food handling;
- Providing guidance and support to the YOSHC Subcommittee on relevant matters of management;
- Ensuring all grievances and/or matters of concern are dealt with in accordance with to these policies and procedures;
- Maintaining confidentiality; and
- Displaying appropriate behaviour at all times, treating all employees and volunteers with respect and courtesy.

Rights

The P&C Association has the right to:

- Establish a YOSHC Subcommittee to maintain the day to day operational needs of the service;
- Guide and direct educators of the service in regard to their role and responsibilities; and
- Be supported by members of the P&C Association and its Subcommittees as well as members of the local community.

As per regulatory requirements, notification must be given to the Regulatory Authority (Office for Early Childhood Education and Care) within 14 days of any changes to the Approved Provider (P&C executive committee) of the service.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Parents & Citizens Association YOSHC Subcommittee

As the Approved Provider, the Yeronga State School P&C Association has overall responsibility for the management and operation of Yeronga OSHC. To assist with this responsibility, a YOSHC Subcommittee is elected each year at the Annual General Meeting of the Yeronga State School P&C Association. The YOSHC Subcommittee is ideally made up of parents of children attending the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Education (General Provisions) Act 2006*
- *Accounting Manual for P&C Associations*
- *P&C's Qld Support Guide for P&C Associations*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 4.1; 6.1; 7.1; 7.2; 7.3.*
- *Policies: Approval Requirements Under Legislation; Communication with Community; Communication with Families; Information Handling (Privacy and Confidentiality); Insuring Risks; Intellectual Property and Copyright; Managing Compliance Within the Service; Parent and Community Participation; Parents and Citizens Association; Parent Conduct; Policy Development Sourcing and Review; Risk Management and Compliance; Volunteers and Students.*

Procedures

A clearly defined role statement has been developed by Yeronga State School P&C Association for the YOSHC subcommittee, in line with regulation requirements.

Prior to the Annual General Meeting each year, the Yeronga State School P&C Association will publicise details of the role, operation and composition of the YOSHC subcommittee and the right of parents/guardians and community members to stand for election/appointment to that subcommittee.

All members nominated and elected to the Yeronga OSHC subcommittee must be current members of the Yeronga State School P&C Association.

The Yeronga OSHC subcommittee operates under the general supervision of the Yeronga State School P&C Association with delegated responsibilities for the day to day operation and management of the YOSHC.

YOSHC Subcommittee meetings are held on a monthly basis, prior to the general meeting of the P&C Association. All meetings have an agenda and are kept to a relevant timeframe.

Parental involvement is vital to the smooth functioning of Yeronga OSHC therefore; parents are encouraged to be actively involved through attendance at YOSHC subcommittee meetings. This helps to ensure that decisions are made by people who will be affected by them.

The Yeronga State School P&C Association subcommittee has delegated responsibilities for monitoring the performance of the YOSHC Nominated Supervisor and ensuring all employees implement these policies and procedures.

The Yeronga OSHC Subcommittee shall table written reports (including financial statements) to the general meeting of the P&C Association each month. The YOSHC report should include items of discussion, recommended decisions as well as any items of expenditure for approval.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Parent Conduct

Yeronga State School P&C Association strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. Expectations of parent conduct whilst attending the service are clearly explained in the Family Information Package and are further supported by this policy.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area 6.1.1; 7.1.1; 7.3.2, 7.3.4.*
- *Policies: Anti-bullying; Arrivals and Departures of Children; Communication with Families; Complaints Handling; Court Orders and the Release of Children in Care; Enrolment; Harassment and Lockdown; Management of Intoxicated or Persons Under the Influence; Non-Smoking; Parent and Community Participation; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm; Volunteers and Students.*

Procedures

Parents shall be expected to communicate appropriately with the Nominated Supervisor or other educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate Language; and
- Calm and considerate tone.

Parents shall not be permitted to discipline verbally or in any other way the children of other families.

Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The Police may be notified if parent conduct within the service is threatening or violent.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Physical Activity

Yeronga OSHC aims to provide all children with appropriate, frequent and varied physical activity opportunities, focusing on enjoyment and participation, thereby encouraging positive physical activity habits in all children.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Australia's Physical Activity and Sedentary Behaviour Guidelines for 5-12 year olds*
- *Queensland Health PANOSH (Physical Activity and Nutrition Outside School Hours)*
- *Duty of Care*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 1.2; 2.1.1; 2.2.2; 2.3.1, 2.3.2; 3.1; 3.2; 4.1; 5.1; 5.2; 6.2.1, 6.3.3; 7.1.2; 7.2.1, 7.3.5.*
- *Policies: Asthma; Communication with Families; Educators Practice; Enrolment; Including Children with Special/Additional Needs; Inclusion and Anti-bias; Medication; Observational Recording; Parent and Community Participation; Play Equipment and Resources; Program Planning; Space and Facilities Requirement; Staff Orientation and Induction; Staff Ratios; Staff Training and Professional Development; Sun Safety.*

Procedures

When planning physical activity games and experiences, individual children's needs, interests, ages and capabilities will be taken into consideration.

Educators will set up the indoor/outdoor area in such a way as to:

- promote safe physical play for children of different age groups and capabilities;
- stimulate children's interest and curiosity by being creative in their use of equipment and materials;
- Offer a range of challenges and experiences, inviting children to explore, discover and experiment;
- Facilitate the inclusion of children with special/additional needs;
- Support children to create their own games and experiences.

Educators will encourage children to help plan and set up physical play activities and equipment.

Educators will encourage children to play safely while negotiating indoor and/or outdoor play spaces to ensure the safety and wellbeing of themselves and others.

Educators will encourage and provide appropriate support to children to participate in new or unfamiliar physical experiences.

Educators will act as good role models by becoming involved in and enjoying children's physical activities.

Amount and types of Physical Activity

YOSHC contributes to the recommended daily physical activity for children in accordance with the Physical Activity and Sedentary Behaviour Guidelines for 5-12 year olds as published by the Australian Government Department of Health.

Children are actively encouraged to participate in a combination of moderate and vigorous physical activities every day, as part of free play and games.

Supporting children to play both outdoors and indoors is a priority at YOSHC as children build social, emotional and physical capacities that are vital for their development when participating in play. To encourage and support the children to play as much as possible, YOSHC limits the use of televisions, computers and/or game consoles to specific situations or times of the day.

The service varies activity sessions to provide opportunities for children to engage in a wide range of both structured games/activities and child-led free play to suit their interests, skills and abilities and help to build their confidence and capabilities.

YOSHC recognises the importance of building children's strength and motor skills to enable them to effectively engage in all areas of their learning, including the physical requirements within school classrooms. Activities are planned to support the development of these needs in a play-based, child-led environment.

Educators may incorporate water-based play activities into the outdoor environment to extend on the children's experiences at the centre. Educators ensure risk assessments have been conducted prior to implementation of uncommon activities.

Safe and supportive environments

Playgrounds, indoor and outdoor environments are checked regularly to ensure they are safe to use. All physical activity sessions will be adequately supervised by an educator/s.

In adverse weather conditions, outdoor playing time is limited and substituted with equivalent indoor activities.

Educators and children are encouraged to wear broad-brimmed hats and apply a 30+ sunscreen on exposed skin at regular intervals when involved in outdoor activities, as per the Sun Safety Policy

Drinking water is readily available with educators encouraging children to access it.

A well maintained first aid kit is on hand at the service.

Equipment

A wide range of equipment to support physical activity is available for children and there are a variety of facilities available for children to use.

All play equipment is regularly maintained and cleaned with broken items identified and removed.

Equipment provided is flexible enough to allow children to move resources and equipment inside and/or outside to extend their learning opportunities.

Learning about physical activity

Educators discuss with children the importance of physical activity for their health and wellbeing. Educators also support children participating in physical activity by engaging in the activity with them and/or supporting the use of traditional equipment in new and unique ways. Ensuring each child's experiences, learning and safety are the priority.

Physical activity and sedentary behaviour information, guidelines and manual for families and educators are available at the service.

There is allowance in the service budget for educators to attend training in relation to supporting physical activity for children.

Policy Developed: 10/2014; Ratified: 6/2016

Play Equipment and Resources

Yeronga OSHC care for children aged from 4 years to 13 years and recognizes the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. When purchasing resources and/or equipment consideration is given to the ages, skills, abilities, physical, developmental, cultural and recreational needs of all children in our care. As well as the area in which the resources/equipment are likely to be used.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *See relevant Australian Standards on equipment in the Service*
- *NQS Area: 1.1.5; 1.2.2; 2.2.2; 3.1.1, 3.1.3; 3.2; 3.3; 6.1.2; 7.3.5.*
- *Policies: Budgeting and Planning; Cleaning and Sanitising; Communication with Families; Creative and Expressive Arts; Including Children with Special/Additional Needs; Physical Activity; Program Planning; Purchasing; Risk Management and Compliance; Shared Facilities; Space and Facilities Requirements; Strategic Planning; Workplace Health and Safety.*

Procedures

Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards (available from Standards Australia) and is suitable for the centre.

Equipment provided will be appropriate to the interest, developmental and cultural needs of the children, is flexible and able to be rearranged or adjusted to provide additional interest, variety, challenge and support the inclusion of children with special/additional needs.

Equipment which belongs to Yeronga State School and is utilised by Yeronga OSHC is included in Workplace Health and Safety checks undertaken by Yeronga State School WHS Officer and/or by the Yeronga OSHC WHS Officer.

The Nominated Supervisor will ensure that all equipment is regularly checked, cleaned and maintained in accordance with manufacturer's instructions and otherwise as reasonably necessary to ensure that it remains in a safe and good working order.

Children will be encouraged to access outdoor areas which may include natural elements such as trees, plants, edible gardens, sand, rocks, mud and water.

Safe storage and shelving will be provided to allow children to independently access equipment and resources.

The Nominated Supervisor will ensure that a wide range of real, commercial, natural, recycled and simple homemade materials are provided to support the children's learning in a range of ways.

If any resources and/or equipment is damaged and/or broken by a child through deliberate and/or wilful behaviour, the repair or replacement cost will be passed onto the parent/guardian.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Policy Development, Sourcing and Review

Yeronga State School P&C Association recognizes and acknowledges the broad range of information sources including statutory documentation that is referred to and referenced either directly or indirectly in the development of policies and procedures.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 6.1.2; 7.1.1; 7.2.1, 7.2.3; 7.3.2;*
- *Policies: Approval Requirements under Legislation; Communication with Families; Managing Compliance within the Service; Parents and Citizens Association; Parents and Citizens Association YOSHC Sub Committee*

Procedures

Yeronga OSHC shall develop policies and procedures which reflect the true nature of the service's operations and meet regulatory requirements as per the *Education and Care Services National Regulations 2011*.

Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy.

Sourcing of policies from electronic sources including the internet shall include a date in which such source was accessed. Policy sourcing should also be mindful of other provision such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.

Policies shall be reviewed as required or at a minimum, annually. A policy review schedule has been developed to assist with this process.

Policies shall be dated at ratification and for review.

Policy Developed: 12/2014; Ratified: 6/2016

Preventative Health and Wellbeing

Yeronga OSHC promotes health and wellbeing amongst children and educators and strives to ensure legislative requirements are maintained. In keeping with the YOSHC Philosophy Statement, we aim to promote personal responsibility by adopting standards accepted within the wider community and ensuring children receive consistent information relating to their health and wellbeing.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.1.2, 2.1.3, 2.1.4; 3.1.2; 7.1.2; 7.3.5*
- *Policies: Anaphylaxis Management; Asthma; Cleaning and Sanitising; Communication with Families; Enrolment; First Aid Waste Management; Food Handling and Storage; General Health and Safety; Hygiene; Infectious Diseases; Non Smoking; Space and Facilities Requirements; Sun Safety; Use and Maintenance of Air Conditioning; Workplace Health and Safety.*

Procedures

Sun Safety

Wide brimmed hats will be encouraged by all educators for children at the service when outside.

Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. Limited outdoor activities will be planned between the hours of 10.00am and 2.00pm (unless on an excursion/incursion during holiday care) with consideration given to the weather and available shade.

Educators will encourage children, including by modelling behaviour, to apply a suitable sunscreen (at least SPF30+), which is reapplied according to the manufacturer's recommendations.

Yeronga OSHC supplies SPF 30+ sunscreen for use by children and educators at the service. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. If children are to use their own sunscreen, the parent/guardian must inform the Nominated Supervisor.

Sunscreen will be applied prior to going outside or swimming. Educators will monitor and encourage children to reapply sunscreen every two hours, whenever they are outside or swimming.

Staff will supervise and assist if necessary, the application of sunscreen to children.

Children without adequate sun protection, including appropriate sun smart clothing will be required to play indoors or in the under-cover areas only.

Sun smart rash shirts or sleeved T-shirts must be worn by all children over their swimmers when swimming.

Dental Health

The service will ensure parents/guardians and children are provided with appropriate, consistent and up to-date information on the development and maintenance of good oral health by:

- Providing appropriate pamphlets on dental health and hygiene;
- Providing water at routine meal times;
- Encouraging fruit and vegetable consumption;
- Accessing dental health and hygiene services/programs to utilize within the service program;
- Informing parents/guardians about the service's procedure in relation to dental care through the policies and procedures.

The service will encourage parents/guardians to provide healthy, nutritious food for their child in order to minimize the risk of sweet and sticky foods being eaten by children attending YOSHC.

Service Environment

A quiet area will be provided where children can be quiet and away from other children.

Children are to keep their shoes on at Yeronga OSHC unless specified by an educator for a specific activity (e.g. Twister).

'No smoking' at or about Yeronga OSHC or Yeronga State School is a condition of entry for all people, including educators, parents and others entering the premises, as per Education Queensland Policy. 'No Smoking' signs will be prominently displayed throughout the service.

Daily/weekly cleaning rosters will be clearly displayed for educators with the requirement for them to sign off on cleaning duties each day/week.

Cleanliness

Staff will ensure that premises used for the service and all toys, dress-up clothes, paint shirts and other materials and resources will be kept clean.

Drinking and eating utensils, including children's drinking cups, tables, benches and other food preparation surfaces must be cleaned and sanitised after each use.

Floor surfaces and toilets will be cleaned thoroughly each day. External cleaners are used for some areas.

The refrigerator will be cleaned once a week with the freezer and kitchen cupboards to be cleaned out at the end of each school term.

The microwave and oven will be checked for cleanliness daily.

Cupboards will be kept in a hygienic state to protect against any vermin outbreak. The premises will be regularly treated for the control of pests.

Educators will strongly encourage children to dispose of all tissues immediately after use.

There will be a suitable area for waste disposal. This is to be covered and emptied daily into outside garbage units that are collected regularly.

Staff will encourage appropriate hygiene habits at all times.

Recycled items (e.g. toilet rolls for craft activities) which were used, or suspected to have been used, in a non-hygienic environment, will not be used at the Service.

There will be suitable disposal facilities for first aid waste such as Band-Aids, bandages, and/or blood soaked tissues and wipes. These will be disposed of daily.

There will be suitable facilities for the storage of soiled clothing. Soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family at the end of the day.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Program Planning

Using an approved learning framework, the Educational Leader will develop the program for Yeronga OSHC through consultation and collaboration with children and families. All educators contribute to the development of the program, catering to the children's age and developmental stage, through a variety of challenging and recreational activities. Our focus is on play based learning, recognising the importance of play, relationships, collaborative decision making and respect for diversity as well as the development of life skills and the fostering of a child's sense of being part of our YOSHC community.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1.1, 1.1.2, 1.1.3, 1.1.5, 1.1.6; 1.2; 2.1.2, 2.1.3; 2.2; 3.1.1, 3.1.3; 3.2; 3.3; 4.1.1; 5.1.2, 5.1.3; 5.2.1, 5.2.3; 6.1.2, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 6.3.4; 7.1.2, 7.1.4, 7.2.1, 7.2.3.*
- *Policies: Budgeting and Planning; Communication with Families; Cooking with Children; Creative and Expressive Arts; Diversity, Inclusion, Culture and Reconciliation; Educational Leader; Educators Practice; Enrolment; Excursions; Fees; Homework; Including Children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Observational Recording; Physical Activity; Play Equipment and Resources; Program and Documentation Evaluation; Respect for Children; Risk Management and Compliance; Space and Facilities Requirements; Staff Orientation and Induction; Staff Ratios; Staff Role and Expectations; Sun Safety; Sustainability Practices; Use of Photographic and Video Images of Children.*

Procedures

A suitably qualified and experienced educator will be identified as the Educational Leader for the service (as per the Educational Leader Policy).

The Educational Leader is responsible to have a written program plan prepared for each aspect of the Service. This program plan will be on display for everyone's information.

The Educational Leader will direct and monitor staff in the planning, development and implementation of programs and experiences for the children consistent with this policy and, in particular, which:

- Demonstrate that the five learning outcomes provide a focus for the activities and experiences planned for individuals and groups of children;
- Takes an holistic view of children's learning, focusing on their physical, personal, social, emotional and spiritual wellbeing;
- Are built around routines, i.e. arrival, hand washing, eating etc.;
- Include a variety of activities and experiences that promote effective hygiene practices, good nutrition and healthy lifestyles;
- Are considerate of time and how often children are in care, demonstrating flexibility in program delivery through incorporating children's ideas, culture and interests to ensure the experiences are relevant and engaging.;
- Include activities which would normally be a part of the life of children during hours outside of school, including opportunities for sleep or rest (this is particularly relevant during Holiday Care where excursions become an important part of the program);
- Promote the children's sense of belonging, connectedness and wellbeing by taking an interest in the individual needs, interests, diversity, views and abilities of the children;
- Provide a variety of indoor and outdoor experiences, open ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children attending the service;
- Provide appropriate opportunities for children as individuals and small groups to extend on and pursue interests and experiences of their own choosing;

- Provide appropriate opportunities for children to participate in construction, manipulative play and other physically active play, acknowledging each child's level of participation according to their abilities and interest;
- Provide appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance, drama, etc.;
- Provide appropriate opportunities for children to develop a range of life skills such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour;
- Takes account of necessary modifications and enhancements identified through the Program Evaluation Policy, as well as spontaneous child-initiated opportunities and moments of intentionality when required;
- Stimulate, encourage and develop each child's creative, emotional, intellectual, lingual, physical, recreational and social potential;
- Provides appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia's Aboriginal and Torres Strait Islander heritage;
- Encourages and provides appropriate opportunities for families to participate in shared decision making and giving feedback about the development of the service program and their child's learning;

The principle of equal opportunity will be applied in the service's program with all children, regardless of gender, race, culture, religion, physical ability or other background; will be encouraged to participate in a wide range of activities.

The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to:

- Meet the needs and interests of all children, including their need for rest or sleep;
- Facilitate the inclusion of children with special needs;
- Respond to the developing abilities and interests of all children;
- Ensure that all children in a multi-age group have positive experiences.

Children are encouraged to participate in decision making, with their ideas and opinions listened to and, if possible, acted upon. This facilitates children sharing ideas and questioning what happens at their service.

Where possible, the program allows for and encourages children to complete projects they have commenced, over a number of sessions.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Program and Documentation Evaluation

In order to ensure our service's program are effective in delivering the objectives and learning outcomes as reflected in these policies and procedures, Yeronga OSHC regularly reflects on, and evaluates, the structure, process and content of its programs through both formal and informal processes.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1; 2.1.1, 2.1.2, 2.1.3; 2.2; 2.3.1; 3; 4.2.1, 4.2.2; 5.1.3; 5.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3, 6.3.4; 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.5.*
- *Policies: Communication with Families; Complaints Handling; Drills and Evacuations; Educational Leader; Educators Practice; Enrolment; Excursions; Information Handling (Privacy and Confidentiality); Intellectual Property and Copyright; Observational Recording; Program Planning; Staff Orientation and Induction; Staff Role and Expectations; Use of Photographic and Video Images of Children*

Procedures

Educators will regularly seek feedback and information from families in relation to their child/ren and their participation in the programs delivered by Yeronga OSHC. This information may be gained through face to face conversations, surveys, newsletters or other means.

Through regular team meetings, the Co-ordinator, educators and other staff will draw on the diverse knowledge, views and experiences of each other when reviewing the experiences planned for children to ensure that all children have opportunity to achieve the learning outcomes.

Educators will be required to critically reflect on and evaluate activities, both planned and spontaneous, by using various methods including (but not limited to) observations, activity evaluations and learning stories, to ensure experiences provided meet the identified learning outcomes for the children involved. Critical reflection involves closely examining all aspects of events and experiences from different perspectives.

Children's learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. Documented experiences will be collated and displayed for families and children through a variety of mediums such as: digital photography; printed images; scrap books; examples of work done by the children on display; folders of images & examples of work etc.

Children's comments, suggestions and feedback are gathered through informal conversations, observations and completion of the 'children's activity evaluations', which are reviewed and discussed regularly at team meetings.

Families are invited to provide feedback, comments and/or suggestions about the service program either by contacting the Nominated Supervisor directly, completing surveys or through attendance at management committee meetings.

In seeking feedback from parents or educators, the Nominated Supervisor will treat all complaints relating to the program respectfully and in accordance with the Complaints Handling Policy and, where necessary, will take appropriate steps to seek to address genuine complaints quickly and effectively

Educators are required to undertake written evaluations and observations of selected activities on a regular basis, recording them on the relevant documentation. Documentation may include a

Summary of Shift Sheet, Learning Stories or an Educator or Children's Activity Evaluation. These evaluations provide both the basis of future programming and evaluations of past programming.

The Nominated Supervisor will, on a regular basis at team meetings:

- Seek verbal comments from educators in respect to the effectiveness of the programs delivered by the service to ensure that the service philosophy and goals is guiding the program and are achieved;
- Discuss with educators the ways in which the program could be modified or enhanced as a result of any feedback or experience encountered in the delivery of the program. Written minutes will be taken at these meetings.

The Educational Leader will, on a weekly basis and taking into account the written evaluations of educators, reflect on and evaluate the service planned and spontaneous activities to ensure the identified goals and learning outcomes were achieved. These evaluations will assist with further programming of activities in collaboration with all educators and children.

The Nominated Supervisor and educators will, through an ongoing process of self-evaluation, monitor, evaluate and review the program delivery in line with the National Quality Standards and to ensure they fulfil these policies and procedures and any other relevant obligations of the service.

Taking into account all feedback received through these procedures, the Nominated Supervisor will regularly report, in writing, to YOSHC Management Committee meetings on the evaluation of the effectiveness of the service's programs and the ways in which they have been modified or enhanced as a result.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Promoting Protective Behaviours

Yeronga OSHC considers its role in the protection of children of utmost importance and therefore takes a proactive approach in supporting families and children through promoting protective behaviours to ensure children's ongoing safety, wellbeing and protection.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area: 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.1, 5.1.3; 5.2.2, 5.2.3; 6.1.2; 6.2.1, 6.2.2; 6.3.1; 7.3.5*
- *Policies: Communication with Families; Educator Practices; Parent and Community Participation; Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm; Respect for Children; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Yeronga OSHC Management, Nominated Supervisors and educators shall be committed to providing an environment that encourages children's personal safety and promotes the well-being of all children at all times.

The Nominated Supervisor and educators support children's personal safety through reinforcing protective behaviour strategies such as:

- 'We all have the right to feel safe all of the time'; and
- 'Nothing is so awful that we can't talk to someone about it'.
- Encouraging children to interact and/or physically touch other children in a safe and non-threatening way
- Building on children's problem solving, reasoning and communication skills (e.g. brainstorming safe strategies for unsafe situations)

The Nominated Supervisor and educators actively encourage children's personal safety behaviours in all sorts of situations including:

- Outside in the sun;
- Using the road while walking or riding;
- Being cautious and aware of strangers;
- Who to go to for help if lost or feeling uncomfortable about an event or person.

The Nominated Supervisor and educators will collaborate with families to ensure children's learning about personal safety is culturally appropriate.

The Nominated Supervisor may liaise with the school administration to ensure awareness of personal safety programs provided within the school setting. These events will be communicated to educators to prepare them for children's questions and/or comments.

The Nominated Supervisor liaises with management and families to develop and implement strategies for providing opportunities for personal safety programs for children to be included as part of the service program.

Reference: Protective Behaviours Consultancy Group of New South Wales Inc. (2007 3rd edition). *The Protective Behaviours Program. Using PB with Kids*. New South Wales, Australia: The Protective Behaviours Consultancy Group of NSW Inc .

Policy Developed: 10/2014; Ratified: 6/2016

Provision of Information

Yeronga State School P&C Association recognises the importance of making available to families particular information regarding children's participation and attendance at the service. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988*
- *NQS Area: 1.1.4; 2.1.1, 2.1.4; 2.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5*
- *Policies: Arrivals and Departures of Children; Behaviour Management and Support; Bookings and Cancellations; Communication with Families; Complaints Handling; Exclusion for Behavioural Reasons; Excursions; Incident, Illness, Injury or Trauma; Information Handling (Privacy and Confidentiality); Medication, Managing Compliance within the Service; Observational Recording; Use of Photographic and Video Images of Children.*

Procedures

Parents may request information from Yeronga OSHC with regard to their child/rens participation and attendance at the service. However, in the instance that there is a court ordered custodial arrangement/parenting order in place, the service will ensure any or all information requested is in accordance with such parenting orders. This information may include (but is not limited to):

- The enrolment record;
- Participation in the program;
- Dietary requirements and menus;
- Attendances;
- Fee payments;
- Records of child care benefits;
- Incident/accident reports.

Sources of information such as those identified may be requested either in person or in writing to the Nominated Supervisor or nominated delegate of the Yeronga State School P&C Association.

Where this information does not breach confidentiality to any other person it will be provided upon request in the form of a written record or statement.

The Yeronga State School P&C Association will only allow access to information of a sensitive nature (that is not requested for a general purpose) upon written request which details the nature for which the information is being requested and the timeframe in which it is required.

When necessary, a legally certified request may be required. Costs associated with the provision of information that is not for a general purpose may be negotiated, particularly if the gathering and collating of those records is comprehensive.

Policy Developed: 12/2014; Ratified: 6/2016

Purchasing

Yeronga State School P&C Association seeks to implement measures which provide financial protection and minimize the risk of fraudulent, inappropriate or negligent financial practices. Such policy seeks to protect the financial reputation of the organization and its ongoing viability.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Accounting Manual for Parents & Citizens Association*
- *Purchasing Policies and Procedures for Parents & Citizens Association*
- *P&C's Qld Support Guide for P&C's*
- *NQS Area: 2.2.1; 3.1.1; 3.2.2; 6.1.2; 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Asset Management; Budgeting and Planning; Play Equipment and Resources; Risk Management and Compliance; Strategic Planning.*

Procedures

When purchasing is carried out within the service, the conduct of purchases will be in line with the following five principles:

- Open and effective communication;
- Value for money;
- Enhancing the capabilities of local business and industry;
- Environmental protection;
- Ethical behaviour and fair dealing.

The Yeronga OSHC budget is approved at the P&C AGM each year with authorisation given for all items of expenditure within the agreed limits. Updates on budget expenditure are provided to the YOSHC management committee throughout the year. Ordering and purchasing authority within the budget is restricted to the YOSHC Nominated Supervisor and/or Administrator. Such authority may be transferred should other employees be required to act up in this position. This may include purchasing through petty cash or the appropriate use of service accounts e.g. grocery account.

Purchase of larger, more expensive items will be in accordance with guidelines as set out in the *Purchasing Policies and Procedures for Parents & Citizens Association*, which includes minimum requirements for the sourcing and provision of quotes. Exceptions may apply when a government grant (or other grant) requires that goods be purchased within a given timeframe and that this timeframe is earlier than an approved management meeting.

The Yeronga State School P&C Association does not condone 'order splitting' so that purchases above the maximum limit are able to be made. Where the total cost of the intended purchase exceeds \$1000 for a single item or is over and above the budgeted expense for such items then further appropriate authority is to be obtained.

The Yeronga State School P&C Association shall ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchase requests are followed up in a timely manner.

Authorisation for purchases over \$1000 may be approved in events of emergency where two approved members of the Yeronga State School P&C Association or YOSHC Management Committee have been contacted and agreed to the expense. Documentation of such discussion shall be made and presented at the next approved P&C committee meeting. All purchases and payments shall be accompanied by a purchase requisition which shall include the following information:

- Date of purchase;
- Supplier;
- Persons requesting purchase;
- Authorisation by two approved members of the YOSHC management committee;
- Purchase total.

Policy Developed: 12/2014; Ratified: 6/2016

Quality Compliance

Yeronga State School P&C Association strives to meet the National Quality Standard for Early Childhood Education and Care and School Age Care and the requirements for Approved Providers of child care services under the *Education and Care Services National Law Act, 2010 and Regulations 2011* in such a way as to best fulfil its ability to care for children and to carry out the agreed policies and procedures of the Service.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care*
- *NQS Area: 4.1; 7.1; 7.2; 7.3.*
- *Policies: Approval Requirements under Legislation; Drills and Evacuations; Educational Leader; Educators Practice; Enrolment; Emergency Equipment and Facilities; Fire Safety Compliance; Food Act Compliance, Harassment and Lockdown; Information Handling (Privacy and Confidentiality); Managing Compliance within the Service; Medication; Parents and Citizens Association; Program Planning; Reporting of Child Abuse; Risk Management and Compliance; Service Supervisor Certificate; Space and Facilities Requirements; Staff Orientation and Induction; Staff Qualifications – Monitoring Progress; Staff Ratios; Workplace Health and Safety.*

Procedures

The service has developed, and will regularly review and update, written policies for conduct of Yeronga OSHC (including at least the matters required by the *Education and Care Services National Regulation 2011* and the *National Quality Standards*).

The Yeronga OSHC Management Committee requires the Nominated Supervisor (or their nominated delegate) to act as Quality Officer to:

- Ensure compliance with regulatory requirements and monitor the implementation of this policy;
- Check for, record and act on any non-compliances by the Service or its employees; and
- Monitor changes in the *Education and Care National Law Act, 2010 and Regulations 2011* and the National Quality Standard (or any specific quality elements) which may affect or require a change to any of the Policies and Procedures of the Service.

The Nominated Supervisor will notify the Yeronga P&C Association of any such changes via the Nominated Supervisors Report or YOSHC Management Committee minutes, along with recommendations/comments about relevant changes.

Yeronga OSHC adopts a statement of 'Service Philosophy' as part of these Policies and Procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted by the Yeronga State School P&C Association and the Nominated Supervisor within the Service. The statement of 'Service Philosophy' is displayed at Yeronga OSHC, in the Staff Pack, and in the Family Enrolment Pack.

Compliance with legislative requirements and the National Quality Standard must be maintained and regularly improved upon through ongoing evaluation of service practices and the implementation and ongoing review of the service Quality Improvement Plan.

Educators are an important part of Yeronga OSHC and:

- Are consulted as appropriate in the development and modification of all Policies and Procedures;
- Are provided with an up-to-date Staff Handbook, containing relevant information necessary to enable them to abide by Service Policies and Procedures;

- Agree to adhere to all values, Policies and Procedures, through written terms of employment and role statements, including acceptance that repeated failure to comply may result in termination of employment.

The Nominated Supervisor, in conjunction with the Yeronga State School P&C Association, is responsible for conducting regular assessments and formal annual performance reviews of all employees' adherence to policies and procedures and to take immediate appropriate steps to address non-compliances.

Children and families are an important part of Yeronga OSHC and:

- Are actively invited to participate in decision-making and Policy development wherever appropriate;
- Are kept informed of all Policies and Procedures, and their means of communicating with the Service, through a Family Handbook and regular communications via the Service newsletter.

In addition to this General Quality Compliance Policy, the National Quality Standard requirements of the current legislation are incorporated into the specific Policies and Procedures of the Service.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Record Back Up and Off Site Information Handling

Yeronga State School P&C Association acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of Yeronga OSHC are stored on paper, computers, external hard drives and through cloud based storage. The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent the service from losing valuable information therefore it is important to maintain effective storage procedures.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Commonwealth Child Care Act 1972 (Child Care Benefit)*
- *Privacy Act 1988*
- *NQS Area: 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Information Handling (Privacy and Confidentiality); Information Technology; Quality Compliance*

Procedures

Yeronga OSHC uses the QikKids childcare management program which is web based and automatically backed up and updated by the software provider.

YOSHC holds the majority of the services documents in a web based (cloud) system called dropbox. As the storage system is cloud based it does not need to be backed up. A back-up of the few service files not saved in dropbox is done internally with the Yeronga OSHC service computer set to automatically back-up on a weekly basis to an external disk drive.

The external backup shall be taken off-site by the Nominated Supervisor during extended periods of service closure and returned to site on the first working day.

Yeronga State School P&C Association shall provide the Nominated Supervisor with an appropriate lockable box in which to store the backup while off site to ensure information is safe, secure and inaccessible to public.

Storage of computer data shall be carried out in accordance with any requirements of the organizations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

Any data or memory sticks, compact disks or other computer storage devices purchased by the service, shall remain the property of the service.

No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site or web based (cloud) data storage system

Data storage devices shall be checked regularly to ensure appropriate functioning.

Policy Developed: 12/2014; Ratified: 6/2016

Reporting of Child Abuse

Yeronga OSHC recognises the complexity and sensitivity surrounding the issue of suspicion of child abuse and the decision making process of whether or not to report it. Whilst at all times the interests of the child will remain paramount, the service must also respect the reputation of all involved in suspected cases of child abuse. The service recognises that relying on information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.

The process of reporting suspicions of child abuse will be treated professionally and each step will be made under the guidance of trained professionals through government departments. As the approved Provider, Yeronga State School P&C Association have nominated a Child Protection Liaison who will work with the Nominated Supervisor and/or Nominated Supervisor during this process. The Nominated Supervisor, in conjunction with the Executive Management of the Yeronga P&C Association will report immediately any serious injury, death or suspected harm to the Office for Early Childhood Education and Care.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area: 2.3.2, 2.3.4; 4.2.1; 5.1.3; 5.2.3; 7.1.1, 7.1.2; 7.2.3, 7.3.*
- *Policies: Information Handling (Privacy and Confidentiality); Observational Recording; Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, Staff Orientation and Induction; Staff Training and Professional Development; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

In our role as protectors of children within our care, Yeronga OSHC strive to create an environment in which children and staff are able to encourage and learn proactive behaviour strategies. These proactive strategies may include:

- Promoting protective behaviours to children;
- Regular in-service and external training for educators;
- Implementing and reviewing policies and procedures;
- Seeking professional advice;
- Supporting and educating families on child protection issues; and
- Ensuring, through observation, that educator relationships with children reflect the highest standards.

The Nominated Supervisor will ensure that all educators have appropriate and up-to-date information regarding their legal obligations to report abuse.

Educators will report all reasonably suspicious circumstances or allegations of abuse to the Nominated Supervisor (if Nominated Supervisor is not the Nominated Supervisor, then the information is to be passed onto the Nominated Supervisor) who, before taking any action, must satisfy themselves that there are reasonable grounds for the suspicion/allegation and that the motives of those concerned are genuine.

The Nominated Supervisor will immediately contact the Yeronga OSHC Child Protection Liaison. The Nominated Supervisor and Child Protection Liaison will discuss their concerns with an officer from the Department of Communities; Child Safety and Disabilities Services; or Early Childhood Education and Care as well as the school Deputy Principal, if available.

Before making any final decision as to the appropriate steps, other possible avenues for information and support will be considered, such as the child's teacher, the school principal and/or deputy principal, or the school guidance officer if available.

All persons involved in a case of suspected child abuse will be treated with sensitivity and respect and all information about the case will remain confidential.

Staff involved will record all details and objective observations immediately. This record is to be kept separate from any Incident Report and will remain confidential.

Employees may also contact the Department of Communities or Child Safety and Disability Services to discuss the situation and receive guidance and advice.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm Policy

Yeronga OSHC actively works to provide all children with a safe and suitable environment. In the event that a child or relative discloses information to an educator, the service shall implement the following procedures to ensure that this information is managed appropriately and that all suspicions of harm are reported in accordance with relevant legislative requirements.

Harm is defined under the Child Protection Act 1999 as 'any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child's wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child's presentation, functioning or behaviour.

Harm may be categorised in the following types:

- Physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
- Emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
- Neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school; and
- Sexual abuse or exploitation, for example, sexual jokes or touching and exposing children to pornography.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Child Protection Act 1999*
- *Duty of Care*
- *NQS Area: 2.3.4; 4.2.1; 5.2.3; 6.2.2; 6.3.1; 7.1.1, 7.1.2, 7.1.5; 7.3.*
- *Policies; Anti-bullying; Communication with Families, Complaints Handling; Information Handling (Privacy and Confidentiality); Observational Recording; Respect for Children; Reporting of Child Abuse; Staff Orientation and Induction;*

Procedures

As per regulatory requirements for Approved Providers, Yeronga OSHC Management will ensure that all educators receive appropriate child protection training, particularly in relation to their responsibility for reporting disclosures of harm.

Management will ensure that educators receive information and support on how to handle situations where information is disclosed to them by a child or by a member of the child's family or other person.

For Educators - If you have suspicions that a child is being abused, an appropriate response should include the following:

- Have access to a copy of the Yeronga OSHC policy and be knowledgeable about how to respond appropriately;
- Be alert to any warning signs that may indicate the child is being abused;
- Observe the child and make written notes as soon as you begin to have concerns. Pay attention to body cues such as changes in the child's behaviour, ideas, feelings and the words they use;
- Have gentle, non-judgmental discussions with the child. Expressing your concern that the child looks sad or unwell can result in disclosures. Do not pressure the child to respond and do not ask leading questions that put words into a child's mouth'

- Assure the child they can come and talk to you when they need to, and listen carefully to a child when he/she does;
- Promptly advise the Nominated Supervisor of your concerns;

Seek expert advice, or make a report by ringing the Department of Child Safety or the Queensland Police Service.

Educators shall report such information or suspicions of harm in a confidential manner to the Nominated Supervisor. The Nominated Supervisor will then advise the Nominated Supervisor or an Executive Member of the Management Committee.

The Nominated Supervisor or Executive Member of Management shall take the required action following a disclosure or suspicion of harm:

- Ensure that the disclosure/suspicion of harm is documented by the educator involved as soon as possible;
- Report to the Department of Child Safety, Queensland Police Services and/or Early Childhood Education and Care to formally lodge the disclosure using the appropriate reporting mechanisms;
- If appropriate, and upon the seeking of professional advice, the service may arrange a meeting with the family to discuss the nature of the disclosure or allegation. Such a meeting may include the involvement of appropriate support persons.

The Department of Child Safety or Child Safety and Disability Services may be contacted by any member of staff to obtain professional advice in regard to reporting the disclosure.

The educator receiving the disclosure may be required to speak with the Queensland Police Services as part of their investigations. Under section 22 of the *Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

Policy Developed: 10/2014; Ratified: 6/2016

Respect for Children

Yeronga OSHC recognizes and acknowledges that the children, their wellbeing, health and safety are the main focus. Children are to be treated by educators and other staff members at all times as unique and valued individuals and with respect and dignity.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.4; 4.2.1; 4.3.2; 5; 7.1.1, 7.1.2; 7.2.1, 7.2.3, 7.3.5.*
- *Policies: Anti-bullying; Arrivals and Departures of Children; Behaviour Management and Support; Children's Property and Belongings; Children's Toileting; Educators Practice Including Children with Special/Additional Needs; Inclusion and Anti-bias, Reporting of Child Abuse; Use of Photographic and Video Images of Children.*

Procedures

The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of:

- The service program and planned activities;
- Behaviour expectations of the service;
- The physical and aesthetic aspects of the service environment.

Educators Will:-

- Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;
- Promote children's sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
- Have high expectations for each child, valuing their individual capacity to achieve and ensuring they experience pride in their achievements;
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
- Treat all children equitably and respond positively to all children who require their attention; and
- Communicate with children respectfully, taking the time to listen and value what they say.

Policy Developed: 10/2014; Ratified: 6/2016

Risk Management and Compliance

Yeronga State School P&C Association is a responsible organisation and seeks to demonstrate risk awareness through minimising risk and harm to any person involved with Yeronga OSHC. Risk management includes the identifying and management of material risks and ensuring compliance as far as reasonably possible with all legislative requirements.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Australian Standard on Risk Management - AS/NZ ISO 31000:2009*
- *Australian Standard on Compliance - AS/NZ 3806-2006*
- *Family and Child Commission Act 2014*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 2.1.4; 2.2.2; 2.3; 4.1; 4.2.1; 7.1.1, 7.1.4, 7.1.5; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Anaphylaxis Management; Communication with Families; Emergency Equipment and Facilities; Excursions; Food Handling and Storage; Physical Activity; Program Planning; Quality Compliance; Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm; Space and Facilities Requirements; Staff Role and Expectations; Sun Safety; Transport for Excursions; Water Activities and Safety; Workplace Health and Safety.*

Procedures

The Yeronga State School P&C Association will, in conjunction with the Nominated Supervisor, take responsibility to develop, maintain and monitor a risk management program appropriate to Yeronga OSHC, including a method of ensuring that the service takes appropriate steps to comply with:

- The Policies and Procedures of the Service;
- Commission for Children, Young People and Child Guardian requirements;
- Work Health and Safety Practices;
- Equal Opportunity Employment;
- Adequate insurance;
- The Service Approval status applicable to the Service (see Approval Requirements under Legislation Policy) and other relevant laws applicable to the Service;
- Maintenance of equipment and facilities;

The Nominated Supervisor, or their delegate acting as Quality Officer (see Quality Compliance Policy) is responsible to regularly monitor changes to current laws and other regulatory requirements. To do this, the Nominated Supervisor will proactively and fully inform her/himself, through subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues.

The Nominated Supervisor informs educators of all such changes and requirements through regular team meetings and/or email communication. The Nominated Supervisor shall be responsible for monitoring educator practices on an ongoing basis to ensure, amongst other things, that they understand and apply these policies and procedures.

The Yeronga OSHC Subcommittee, in conjunction with the Nominated Supervisor will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the Policies and Procedures of the Service, to ensure that they comply with relevant requirements.

High risk activities and special events

High level risks and special events shall be identified from time to time within the program, through consultation with educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.

The risk management process shall be conducted for each of the activities identified as a high risk or special event (e.g. excursions and/or incursions) and shall be conducted prior to the scheduled timeframe for the event or activity.

Risk assessments shall be presented for authorisation to the Yeronga OSHC subcommittee with the holiday care program prior to the holiday care period. Holiday care programs and associated risk assessments shall be filed accordingly.

All relevant stakeholders shall be informed of how the service intends to manage high level and special event risks (e.g. excursions and incursions) with appropriate training and support for stakeholders made accessible, if required.

Crisis and critical events

This may include emergency situations such as fire, flood, other natural disasters, external threats, evacuation etc.

Preventative measures shall be taken to prepare for critical events such as:

- Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions;
- Creating a 'storm pack' including a torch and batteries, radio, rations etc.

The details of the crisis or critical event shall be documented on an incident report and shall include the projected impact on the stakeholders within the service, immediate actions, follow up actions and ongoing actions.

Immediate actions may include:

- Carrying out plans as per the service risk management process;
- Ensuring immediate safety of those involved;
- Administering first aid;
- Reassuring children, families, employees, volunteers and students;
- Seeking assistance from emergency services and management;
- Accompanying children or others to hospital by ambulance when necessary

Follow up actions may include:

- Seeking access or referral to, appropriate counselling and critical incident debriefing services to provide support to those affected within the service including children, families, employees and management;
- Observing children's reactions and behaviour;
- Supporting children to appropriately express thoughts and feelings;
- Providing a stable and nurturing environment with familiar routines;
- Supporting employees through team meetings and accessing relief employees to support when appropriate;
- Providing professional support and special leave when needed;
- Supporting families through meetings and written information;
- Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation;

Ongoing actions may include:

- Monitoring and supporting children, families, employees, volunteers and students;
- Evaluating emergency and critical event management plans.

Managing breaches of the Risk Management Strategy

Risk Management Plans for high risk activities and special events (e.g. excursions and/or incursions) shall be monitored on a regular basis (annually or as required).

Information regarding the service's risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Yeronga State School P&C Association shall have overriding responsibility for overseeing the implementation of the process and for ensuring that any breaches of the service strategy are immediately rectified.

Communication and support

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures through the YOSHC website or by borrowing a hard copy from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies shall be made available and accessible to help employees, volunteers and families identify and manage risks of harm.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Service Closures

Yeronga State School P&C Association acknowledges that there may be times when Yeronga OSHC is required to close due to planned or unforeseen circumstances. Yeronga OSHC recognises that effective communication procedures must be in place to ensure all families are notified if closure of the service is expected.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Care Service Handbook*
- *NQS Area: 7.3.2, 7.3.5*
- *Policies: Approval Requirements under Legislation; Communication with Families, Extreme Weather; Statement of Commitment for the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

The service will operate as per the approved and advertised opening hours for each session of care where Child Care Benefit is claimed unless approval is given by the regulatory authority (Office for Early Childhood Education and Care (OECEC)) and the Australian Government Department Education.

Closure of the service may occur in the following instances:

- Extreme weather conditions;
- Emergency situation, such as fire or other external threat;
- Loss of power and/or water.

Determination for closure will be made in consultation with the Yeronga State School P&C Association or their designated representative and/or other emergency services personnel, if relevant.

In the case of closure of the service, the Nominated Supervisor will:

- Contact families to collect the children from the service; and
- Ensure the safety of all children and educators involved.

Policy Developed: 12/2014; Ratified: 6/2016

Service Supervisor Certificate

As an approved education and care service, Yeronga OSHC is granted a Service Supervisor Certificate which can be applied to any person working within the service who has been identified by the Yeronga State School P&C Committee as:

- Responsible for the day to day management of the service; or
- Exercising supervisory and leadership responsibilities for part of the service

The following procedure details the process for designating a Nominated Supervisor and/or other educators to act as the responsible person and for obtaining consent for those persons to fulfil that position.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Determining the Responsible Person; Information Handling (Privacy and Confidentiality; Quality Compliance; Staff Role and Expectations; Staff Recruitment and Employment.*

Procedures

The Nominated Supervisor and/or other educators must meet the requirements/conditions of the *Education and Care Services National Law 2010 and Regulations 2011* in being designated by the Yeronga State School P&C Association (as the Approved Provider) to act in that role and in providing consent to do so.

The Nominated Supervisor has specific obligations under the National Law and therefore informed consent to act in that role is required. The Yeronga State School P&C Association (as the Approved Provider) will make available to the Nominated Supervisor any relevant information so that they clearly understand their obligations prior to giving consent.

Yeronga State School P&C Association (as the Approved Provider) may designate a suitable educator to act as the Responsible Person and be placed in day to day charge of the service, in the absence of the approved provider or the nominated supervisor. The Yeronga State School P&C Association will make available to the designated educator any relevant information so that they clearly understand their obligations prior to giving consent. This information is provided in accordance with the expectations of the Determining the Responsible Person Policy.

Policy Developed: 12/2014; Ratified: 6/2016

Shared Facilities

Yeronga OSHC actively strives to protect the rights, dignity and safety of all people and groups who use the shared facilities of the school community.

Yeronga OSHC Management will endeavour to achieve this through the implementation of the following procedures. These procedures are to be implemented should there be a need for the facilities to be shared with other people or groups during the YOSHC service operating hours.

Relevant Laws, Legislations and Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Family and Child Commission Act 2014*
- *NQS Area: 2.3.1, 2.3.2; 3.1.3; 3.2.1; 7.1.1, 7.1.2; 7.3.4.*
- *Policies: Communication with Community; Play Equipment and Resources; Program Planning; Space and Facilities Requirement; Workplace Health and Safety.*

Procedures

These share arrangements shall be clearly articulated within the YOSHC licence agreement between the school and the service and will include information surrounding:

- Communication between the school and the service in regard to shared arrangements;
- The storage and packing arrangements for equipment and materials used in the shared space;
- The accessible entries and exits to the shared space by the service including emergency exits;
- Evacuation and lockdown procedures for shared facilities;
- The accessible amenities to be used by the service and those available to the public;
- Telephone access whilst using the shared space;
- Cleaning and maintenance requirements;
- Security and closing procedures for the shared space detailing service and public responsibility; and
- Communication strategies for external users of the shared facility.

Policy Developed: 11/2014; Ratified: 6/2016

Space and Facilities Requirements

As the Approved Provider, Yeronga State School P&C Association will ensure that facilities used for Yeronga OSHC provide for the program and the range of activities and experiences provided in keeping with these Policies and Procedures. Yeronga OSHC will in endeavour to provide a safe and stimulating environment which is accessible to all children and allows for their physical and psychological comfort.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.1.2; 3.1.1, 3.1.3; 3.2.1; 6.1.3; 6.3.3; 7.1.1, 7.2.3.*
- *Policies: Approval Requirements under Legislation; Budgeting and Planning; Physical Activity; Program Planning; Strategic Planning.*

Procedures

To ensure compliance with the Education and Care Services National Regulations 2011, the Approved Provider - Yeronga State School P&C Association will make arrangements to ensure a Licence Agreement to use Education Queensland Facilities for YOSHC is developed and implemented in collaboration with the School Principal.

Any such licence agreement must ensure that the following are provided for during the operation of Yeronga OSHC:

- Indoor space of 3.25 m² of useable space per child. Indoor spaces used by children will be well ventilated, have adequate natural light and are maintained at a temperature that is safe and reasonable.
- Outdoor space of 7m² of useable space per child including adequate shaded areas.
- Playground equipment, swings and other large pieces of equipment are to be located over areas with soft fall surfaces recommended by recognized safety authorities.
- Adequate toilet, hand washing and drying facilities for children and educators and in particular that:
 - By location and design, allow for safe use by the children and;
 - Allow convenient access from both indoor and outdoor areas.
- Facilities that cater for soiled clothing including hygienic storage and inaccessibility to children.
- Adequate facilities that cater for the safe handling, preparation, storage and disposal of food and beverages.
- Sufficient furniture, materials and equipment that are developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.

Adequate administrative space and facilities for the purposes of:

- Conducting the administrative functions of the service, and;
- Private and personal conversations with families;
- Providing respite for co-ordinators, educators and/or volunteers.

The Nominated Supervisor, in conjunction with the YOSHC Management Committee, will ensure that the following are available at the Service:-

- A telephone located inside the premises or one that is accessible at all times;
- Storage space close to play areas, with at least one lockable cupboard for valuable equipment;
- A lockable drawer or small cupboard for educator personal belongings;
- Area to display children's artwork and a notice area for parents;
- Equipment and resources displayed in such a way that children can access them independently;
- A space for children to put their lunch/coat/bags etc.;
- Adequate lockable storage facilities for equipment, tools, first aid kit, medication and poisonous and dangerous substances.
- Lockable cupboard or filing cabinet for all child and family information (including enrolment forms), educator records and any other confidential records;
- Adequate space for children to engage in rest and/or quiet experiences

Policy Developed: 11/2014; Ratified: 6/2016

Staff Code of Conduct

Yeronga State School P&C Association expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Employees are expected to actively demonstrate a positive attitude towards their work, other Yeronga OSHC employees, volunteers, families and children, demonstrating the behaviour expected including integrity and professionalism.

Yeronga OSHC requires that all employees abide by the code of conduct at all times during their interactions with children, families, community members, management and other employees.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Anti-Discrimination Act 1991 (QLD)*
- *NQS Area: 4.2; 7.1.2, 7.1.3, 7.1.4, 7.1.5; 7.2.1, 7.2.2; 7.3.2, 7.3.3, 7.3.4, 7.3.5.*
- *Policies: Respect for Children; Staff Counselling and Disciplinary Procedures; Staff Online Social Networking; Staff Orientation and Induction; Staff Recruitment and Employment; Staff Role and Expectations; Staff and Volunteer/Student Grievances; Volunteers and Students; Workplace Bullying and Harassment; Workplace Sexual Harassment; Workplace Health and Safety.*

Procedures

This policy applies to all employees while in the workplace or off site, at work-related functions (including social functions and celebrations), while on excursions or attending work-related training and conferences.

The Yeronga State School P&C Association believes that all employees should be able to work in an environment free from discrimination, victimisation, sexual harassment, vilification and the seeking of unnecessary information on which discrimination might be based. We consider these behaviours unacceptable and they will not be tolerated.

Employees are expected to conduct themselves in a manner which respects the rights and welfare of other employees, volunteers, families and children and to show competence, care, good faith and compliance with instructions and policies and procedures in the performance of their duties.

Employees shall be provided with a copy of Yeronga OSHC's code of conduct prior to commencing employment.

Employees shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Educators shall be expected to consistently uphold the agreement during their employment with the service, contributing to the creation of a discrimination free and inclusive workplace and a healthy workplace culture.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the employer/service. Action will be appropriate to the breach and may include:

- Counselling;
- An official warning and note on the employee's file;
- A formal apology;
- Demotion; or
- Dismissal for serious misconduct.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Counselling and Disciplinary Procedures

Yeronga State School P&C Association acknowledges that, from time to time, employee behaviour and performance may fall below the expected standards as detailed in the specific job description and orientation/induction processes. The purpose of this policy is to establish an equitable and consistent approach to addressing unsatisfactory work performance and/or conduct by:

- Ensuring counselling takes place to reinforce the expected performance or conduct standards;
- Establishing a process under which warnings may be issued and discussed; and
- Providing for disciplinary action when performance or conduct does not improve.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Duty of Care*
- *Prevention of Workplace Harassment Advisory Standard 2004*
- *Children's Services Award – State 2012*
- *NQS Area: 4.2; 7.1.1, 7.1.2; 7.2.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Fit for Work; Information Handling (Privacy and Confidentiality); Staff Code of Conduct; Staff Orientation and Induction; Staff Performance Monitoring, Review and Management; Staff Role and Expectations; Staff and Volunteer/Student Grievances; Workplace Bullying and Harassment; Workplace Sexual Harassment.*

Procedures

Definitions

'Counselling': the discussion and analysis of issues which affect an employee's conduct and/or work performance. Counselling is used to improve an employee's performance where their behaviour or performance doesn't meet required expectations.

'Unacceptable performance': is when the employee's performance remains unacceptable following a reasonable period of performance improvement.

'Misconduct': when an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to:

- Breaches of policies, codes of conduct and other reasonable instructions;
- Unauthorised absence from work;

'Serious Misconduct': when an employee breaches their obligations under their contract of employment to an extent that it is reasonable to discontinue their employment. Examples of serious misconduct may include but are not limited to:

- Dishonesty and fraud;
- Bullying, fighting or abusive behaviour;
- Sexual harassment;
- Drunkenness and drug use;
- Acting in an unsafe manner;
- Misusing confidential information;
- Damage or misuse of service equipment and resources;
- Breach of any act or legislation relating to their employment.

'Disciplinary action': action taken by the organisation to deal with any actual, alleged or perceived breach of legislation, policies, codes or other standards of work performance and/or conduct.

Service responsibilities

Yeronga State School P&C Association acknowledges that the principle objective of counselling employees is to draw allegedly inappropriate behaviour and/or unacceptable performance to the attention of an employee and, where proven, explain to the employee the potential and/or actual consequences of that performance and/or behaviour and assist them in achieving and maintaining behaviour and performance that is consistent with the services policies, procedures and practices.

Yeronga OSHC has developed disciplinary procedures designed to address employee conduct that impedes the operation of the service whilst ensuring all parties receive procedural fairness and due process in a timely and effective manner. Yeronga OSHC management reserves the right to amend procedures depending on the facts of each situation and the nature of the offense.

The Nominated Supervisor shall be the first contact for counselling and/or disciplinary concerns however, if it is not appropriate for the situation to be raised with the Nominated Supervisor, the complainant will have direct access to the Yeronga State School P&C President. The Nominated Supervisor will permit and, if appropriate, encourage the complainant to make such contact. All YOSHC employees have access to the P&C President's contact details.

Yeronga OSHC will treat all allegations of unacceptable performance and/or misconduct as serious and take prompt action to address identified issues, irrespective of whether they are minor or more serious. If action (as per the counselling and disciplinary procedures) cannot be taken immediately, the employee concerned should be advised as soon as possible of when and where that follow-up action will take place.

In consultation with management, the Nominated Supervisor may conduct a workplace investigation in cases of allegations of serious misconduct. The employee who has been accused of the allegation will be informed of the matter verbally, and in writing, and will be advised that they may be stood down on full pay (if applicable to their contract) until the workplace investigation has been completed. The workplace investigation will include the gathering of relevant information, written statements, interviews, documents and records. Other employees may be required to be interviewed as part of the investigation. Further disciplinary action will depend on the results of the investigation.

All persons involved in any way with the counselling and disciplinary processes must retain confidentiality at all times. The employee may choose to discuss the matter with a nominated support person and may elect to bring them along to any interview or counselling session conducted under the formal components of the process.

The service counselling and disciplinary procedures will have three distinct, but not necessarily sequential components:

- Informal counselling (face-to-face feedback);
- Formal counselling; and
- Disciplinary procedures (including warnings).

The decision as to which of the three components initially apply will be based on the seriousness of the employee's behaviour and/or performance and will depend on the facts and circumstances as identified by, or conveyed to, the Nominated Supervisor.

Where the Nominated Supervisor has not identified the behaviour and/or performance issue first hand, sufficient facts must be gathered to determine the seriousness of the behaviour and the appropriate action. Direct observations may be undertaken by the Nominated Supervisor to determine validity of allegations. Immediate action must be taken if there are serious concerns about an employee's conduct. As part of the process of establishing the facts, the Nominated Supervisor may:

- Assess relevant documentation;
- Interview person/s who may (or should) have knowledge of the employee's behaviour; and
- Document what has occurred.

Informal counselling

Informal counselling and/or face-to-face feedback will normally occur when, in the Nominated Supervisor's opinion, the employee's behaviour is such that formal disciplinary action is not appropriate. Where it is established during the informal discussion that the behaviour expectations have not been met, feedback given must be constructive and delivered to encourage the employee to achieve and maintain expected behaviour/performance standards.

If the discussion confirms that misconduct has occurred, the employee should be:

- Advised of how the behaviour and/or performance is inconsistent with the service expectations and their employment contractual obligations;
- Provided with an opportunity to respond to the concern and to raise any other matter that they consider relevant; and
- Engaged in jointly identifying a plan of action to improve performance standards or outline the appropriate conduct expected.

After the informal counselling session the Nominated Supervisor will keep a diary note of the discussion and where appropriate, plan a subsequent discussion with the employee to review the behaviour or performance.

Formal counselling

Formal counselling will normally occur when:

- The employee has previously been counselled informally but behaviour has not improved to the expected standard (unacceptable performance);
- The employee's misconduct is such that, in the opinion of the Nominated Supervisor, formal counselling is appropriate.

The formal counselling session will take place as soon as possible after the behaviour and/or performance issue is identified with the employee being advised in writing of:

- When and where the interview will take place;
- The matter/s that will be discussed (i.e. specific details of the alleged unacceptable performance/misconduct);
- Their opportunity to respond; and
- The opportunity for them to bring a support person/observer to the interview.

The formal counselling session will involve the P&C Grievance Liaison and the YOSHC Nominated Supervisor who will review and discuss the allegations with the employee as well as their responses to these allegations including any additional incidents, information and prior relevant corrective action plans.

At the conclusion of the formal counselling session an Employee Counselling Report will be completed by the Nominated Supervisor and signed and dated by the employee as a true and correct record of discussions, agreed actions and timeframes. A record of the meeting will be provided to the employee by way of a letter confirming:

- The issue of concern;
- Any assistance/support to be provided (if relevant);
- Date and time for subsequent meeting; and
- Disciplinary action taken with the possibility of further action should the required expectations for behaviour and/or performance not be achieved.

Disciplinary action

Disciplinary action may be taken where the alleged misconduct and/or unacceptable performance continues, or is of a serious nature. Disciplinary action may include written warnings and/or termination of employment.

Written warnings

The purpose of a written warning is to emphasize to the employee that their misconduct or performance is unacceptable and to make clear that further disciplinary action may be taken. A written warning may be given to an employee when:

- The employee has previously been through the formal counselling process and has not met the required standards or expectations; or
- The employee's performance or misconduct is of a serious nature and requires immediate action.

Written warnings must also detail the support and/or training to be provided to the employee as well as the expected timeframes for review of the identified issue/s.

Show cause meeting

The purpose of this meeting is to ask the employee to show cause as to why their employment should not be terminated. Depending on the circumstances, the employee may be stood down on full pay until a meeting is scheduled. Employees will be required to respond, in writing and prior to the scheduled meeting, addressing the allegations and their reasons why employment should not be terminated.

Requests for an employee to attend a show cause meeting shall be made in writing outlining:

- When and where the meeting will take place;
- Who else will be involved in the meeting (i.e. Management representative)
- The specific issue that will be discussed (i.e. alleged unacceptable performance/misconduct);
- Their opportunity to respond; and
- The opportunity for them to bring a support person/observer to the meeting.

At the meeting the P&C Grievance Liaison, Nominated Supervisor and employee will review and discuss the allegations and their responses to these allegations as well as any additional incidents, information and prior relevant corrective action plans. A decision surrounding the employee's continued employment will be made at this meeting.

Employees terminated as a result of misconduct or unacceptable performance will be given notice as per their Industrial Award and will receive any outstanding leave and/or TOIL entitlements (if applicable). Terminated employees will be issued with a Statement of Service.

Management reserve the right to seek independent Industrial Relations advice to assist in this process.

Instant dismissal

Serious misconduct, (as identified at the beginning of this policy) will not be tolerated and may result in the instant termination of employment.

Management responsibilities

The Yeronga State School P&C Association is responsible for ensuring that Yeronga OSHC adheres to the disciplinary process and that reasonable support is provided to ensure the process is fair and that the employee has every reasonable opportunity to change the unsatisfactory pattern of their behaviour.

At each stage of the disciplinary process, management may obtain advice, particularly in the preparation of written warnings and/or termination. This process shall be implemented within the context of the appropriate industrial awards and in accordance with relevant State and/or Commonwealth legislation.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Health and Wellbeing

Yeronga State School P&C Association expects that employees shall take a conscientious approach to managing their own health and in protecting the health and well-being of children, colleagues and others engaged in the service's program and activities.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *Public Health Act 2005*
- *Anti-Discrimination Act 1991*
- *NQS Area: 4.1; 7.1.2, 7.1.3, 7.1.4, 7.1.5; 7.3.1, 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Fit for Work; General Health and Safety; Infectious Diseases; Preventative Health and Wellbeing; Staff Immunisation; Staff Orientation and Induction, Staff Ratios; Workplace Health and Safety.*

Procedures

Employees shall not attend work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their position.

Employees who are unwell should not attend work and should notify the Nominated Supervisor, or their supervisor, at their earliest convenience that they are unfit for work. (Medical certificates may be required.)

Employees may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.

Employees who become unwell whilst on the job shall report immediately to the Nominated Supervisor, or Coordinator and may be relieved from duties.

Employees who have been diagnosed with or suspect that their illness is due to infectious disease shall follow the guidelines as specified in regards to exclusion periods.

Employees should maintain current immunisation status and may be required to provide the employer with a medical report detailing such status.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Immunisation

Yeronga State School P&C Association acknowledges their obligation as an employer under the Work Health and Safety Act 2011, in ensuring the workplace health and safety of employees and others. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases in the workplace. Vaccination of employees and volunteers is not a mandatory requirement under relevant legislation, however is considered by this service as a best practice approach to prevention of vaccine-preventable diseases outbreak.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011*
- *Anti-Discrimination Act 1991*
- *Duty of Care*
- *NQS Area: 2.1.1, 2.1.4; 4.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Infectious Diseases; Preventative Health and Wellbeing; Staff Orientation and Induction; Staff Health and Wellbeing; Workplace Health and Safety.*

Procedures

All employees and volunteers working with children in the service will be encouraged to be up to date with all the vaccinations that are recommended for adults.

All employees and volunteers working with children in the service will be encouraged to consider any additional/special vaccinations, recommended by recognised health authorities, due to an increased risk of exposure in the workplace.

The service will access information sheets from Queensland Health and/or Workplace Health and Safety Qld in order to provide further guidance regarding recommended immunisations for adults, including but not limited to:

- Hepatitis A;
- Measles, Mumps and Rubella (MMR);
- Varicella (Chickenpox);
- Pertussis (Whooping Cough);
- Hepatitis B - (May be recommended in specific circumstances, such as when providing child care to populations who have a higher prevalence of Hepatitis B).

Employees/volunteers will be required to declare their immunisation status as part of the service employment process. This information shall be maintained confidentially in the employee/volunteer's file. Any expenses associated with having or maintaining immunisation shall be incurred solely by the employee/volunteer.

Any employee or volunteer conscientiously objecting to immunisation shall articulate their position in writing, accepting responsibility for their own individual choice to do so. This document will be maintained confidentially in the employee/volunteer's file.

Conscientious objectors may be required to seek further advice from a medical authority to support them to clearly understand such position. In such cases additional procedures will be relevant to those employees/volunteers should an outbreak of any vaccine-preventable disease occur in the workplace, this will include, but is not limited to:

- Exclusion from the workplace; and/or;
- Restrictions as advised by the relevant health authority.

Such exclusion would be without pay if that person is a paid employee of the service.

Further information relating to immunisation in Early Childhood Education and Care settings can be accessed at

<https://www.worksafe.qld.gov.au/education/articles/immunisation-in-early-childhood-education-and-care-services>

Policy Developed: 12/2014; Ratified: 6/2016

Staff Leave and Entitlements

Yeronga State School P&C Association seeks to ensure that all employee leave and entitlements are managed in accordance with clearly articulated guidelines so as not to negatively impact on the operations of the service. This policy shall include all applicable forms of leave and relevant entitlements.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Fair Work Act 2009, National Employment Standards*
- *P&C Accounting Manual,*
- *P&C's Qld Support guide for P&C's*
- *Children's Services Award (State) 2012*
- *NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Quality Compliance; Staff Ratios; Staff Recruitment and Employment.*

Procedures

All employees seeking to take extended leave such as Annual Leave or Leave without pay shall submit their request in writing to the Yeronga OSHC Management Committee at least two weeks prior to such leave being requested.

Employees requesting Long Service Leave must submit their request, in writing to the Yeronga OSHC Management Committee, at least 3 months prior to the leave being taken.

Yeronga OSHC Management shall approve such leave unless the impact of leave is detrimental towards the successful operations of the service. Should leave not be approved, the employee shall be entitled to have notification and rationale within 3 working days of the original request for leave.

All sick leave shall be reported to the Nominated Supervisor (or immediate supervisor of that employee) to ensure a suitable replacement can be obtained. The service shall have pre-planned arrangements for filling shifts when educators call in sick.

In the event that this is the Nominated Supervisor, then such report shall be made to the person expected to assume responsibility for the service on that day or throughout the duration of leave. This person would also need to be delegated as a Responsible Person.

Employees shall receive notification of their leave accruals on their weekly or fortnightly payslip. All types of leave shall be appropriately recorded on rosters and timesheets.

Yeronga OSHC staff may be eligible for up to 4 weeks annual leave per annum. Accrual of leave will be monitored through a balance sheet with annual audited reports documenting leave accruals. Employees will be encouraged to take annual leave regularly. No more than 10 weeks leave shall be accrued.

Yeronga State School P&C Association will ensure there are adequate allowances in the Yeronga OSHC yearly service budget for employee leave accruals and entitlements

Policy Developed: 12/2014; Ratified: 6/2016

Staff Online Social Networking

Yeronga State School P&C Association acknowledges that employees may access online social networking sites such as Facebook, twitter, msn and various chat rooms to interact with friends, family and colleagues.

This policy aims to establish guidelines on the usage of online social networking outside of work hours and during work hours, with the aim of preventing misrepresentations of the Service and/or its stakeholders.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Work Health and Safety Act 2011*
- *Privacy Act 1988 and Regulations 2013 Duty of Care*
- *NQS Area: 4.3.1; 7.2.3, 7.3.2.*
- *Policies: Anti-bullying; Information Handling (Privacy and Confidentiality); Staff Code of Conduct; Workplace Bullying and Harassment; Workplace Sexual Harassment.*

Procedures

Definition

'Social Networking Media': refers to any online tools or functions that allow people to communicate via the internet. This includes, but is not limited to, applications such as:

- Social networking sites: eg. Facebook and LinkedIn;
- Video and photo sharing websites: eg. YouTube, Flickr;
- Blogging and micro blogging sites: eg. Twitter, Bebo;
- All forums and discussion boards;
- Wiki's: Wikipedia;
- E-learning portals (i.e. www.mytimeourplace.com.au).

Responsibilities

Good judgement and common sense must be used to ensure the reputation of Yeronga State School P&C Association, its employees and stakeholders are not harmed during the use of social networking media.

While Yeronga State School P&C Association does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of the P&C Association, YOSHC, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, educators/employees are encouraged to adhere to the following guidelines at all times:

- Children of the service should not be included as 'friends' on social networking sites;
- Children of the service or children's details should not be discussed on social networking sites;
- Offensive comments are not to be made about fellow employees/committee members online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- Yeronga OSHC shall not be mentioned in online posts and statuses. This is the best way to ensure that the service's reputation is safeguarded. If it is necessary for an employee to speak about their place of employment online, they are to refer to 'work' and not to the service name;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
- Be clear that your personal views are yours, and not necessarily the views of the service management and/or stakeholders;
- Photos of employees in work uniform are not to be placed online;
- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Yeronga State School P&C Association asks that you do so immediately.

If something potentially dangerous to the image or people of Yeronga P&C Association or YOSHC is found online, bring this to the attention of the Nominated Supervisor. This should be done immediately and the information should not be shared with others.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Orientation and Induction

Yeronga State School P&C Association assumes the responsibility to ensure that all employees receive appropriate orientation and induction which prepares, supports and facilitates their working performance and ongoing capacity for employment within the service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011*
- *NQS Area: 1; 2; 3; 4; 5; 6.1.2; 6.2.1; 6.3.2; 7.1; 7.2.2, 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Educators Practice, Staff Code of Conduct; Staff Role and Expectations; Staff Recruitment and Employment; Staff and Volunteer/Student Grievance.*

Procedures

The Nominated Supervisor (or other delegated Senior Educator) shall be responsible for the appropriate and ongoing induction and orientation for new employees.

The orientation and induction process shall include (but not be limited to):

- A meeting with the new educator prior to engagement to complete all paperwork relating to their suitability for employment. (This will involve completing appropriate documentation to validate their blue card where one is already held.);
- An information package given to the new educator, which highlights key aspects of the role which must be known and understood prior to commencing work at Yeronga OSHC;
- A minimum 2 hour induction/orientation session where the Nominated Supervisor or delegated Educator will work through the Induction and Orientation checklist;
- During the first session of employment, the new educator will be partnered with an experienced educator;
- Within two weeks of employment commencing, the new educator shall be expected to complete the Induction and Orientation checklist, signing to say that they have received appropriate and effective induction and return it to the Coordinator or Nominated Supervisor.

The Nominated Supervisor shall be responsible for monitoring the orientation and induction process, in line with any probationary periods set as part of employment conditions.

Should performance issues may be identified through the orientation/induction process and/or probationary period they will be managed in accordance with the Staff Counselling and Disciplinary Procedures Policy.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Staff Performance Monitoring, Review and Management

Yeronga State School P&C Association acknowledges that to ensure the provision of high quality child care, an active approach is needed in relation to monitoring and managing the ongoing performance of employees to ensure that appropriate knowledge, skill and capacity to perform the position effectively are maintained.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2; 7.1; 7.2.2, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Educators Practice; Information Handling (Privacy and Confidentiality); Quality Compliance; Staff Code of Conduct; Staff Counselling and Disciplinary Procedures; Staff Orientation and Induction; Staff Recruitment and Employment; Staff Role and Expectations; Staff Training and Professional Development.*

Procedures

As part of Yeronga OSHC risk management and compliance controls, a process of regular staff appraisals and performance management processes are implemented. During the three-month probation period, the Coordinators and the Nominated Supervisor will regularly review and discuss the new staff employee's progress and suitability. YOSHC recognises the benefit of providing performance feedback close to the situation that has incited the feedback and therefore, following the three-month probation, the Nominated Supervisor and Coordinators endeavour to provide continuous feedback and support to each staff member throughout their employment. A more structured appraisal process will be conducted with each staff member annually.

Employee performance shall be managed by the Coordinator or Nominated Supervisor, and if necessary the executive office bearers of the management committee.

Prior to undertaking the annual performance review process, the Nominated Supervisor will, in conjunction with a Yeronga State School P&C Association-nominated person, review all position descriptions as well as any other requirements relating to those positions. The Yeronga State School P&C Association will review the position description of the Nominated Supervisor as well as any other requirements relating to that position prior to undertaking the annual performance review process.

Changes to position descriptions, performance indicators or terms of employment as a result of such reviews must be recorded, reported to and ratified by Yeronga P&C Association.

Employee performance shall be managed in accordance with indicators which have been developed in relation to their relevant position description.

Employee performance shall be monitored through implementing an annual review process. Such a process may involve:

- Employee completing a performance review self-assessment prior to interview with Nominated Supervisor and/or management;
- A performance review assessment conducted by the Nominated Supervisor;
- A formal interview where aspects of each assessment are discussed and performance reviewed.

Part of the performance review shall include a commitment to ongoing professional development where opportunities for enhancing knowledge and skill based on the needs and goals of the service and its stakeholders are discussed. Professional development shall be monitored throughout the forthcoming year following the implementation of the plan.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Ratios

Staff/child ratios will be in keeping with, or better than, those set out in the Education and Care Services National Regulations 2011. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Duty of Care*
- NQS Area: 1.1.5; 2.1.1; 2.2.2; 2.3.1 2.3.2, 2.3.3; 3.1.3; 3.2.1; 3.3.2; 4.1; 4.2.1; 5.1.2; 5.1.3; 6.1.3; 6.3.3; 7.1; 7.2.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.
- *Policies: Budgeting and Planning; Communication with Families; Escorting Children; Excursions; Including Children with Special/Additional Needs; Managing compliance within the Service; Physical Activity; Quality Compliance; Staff Orientation and Induction; Staff Recruitment and Employment; Staff Role and Expectations; Transport for Excursions; Volunteers and Students.*

Procedures

In setting educator ratios, Yeronga OSHC Management will be guided by the Education and Care National Regulations 2011 and the transitional provisions for Queensland, which set out the following:

- There will be a maximum of 15 school age children to every 1 educator;
- There will be a maximum of 8 school age children to every 1 staff member for excursions;
- There will be a maximum of 5 school age children to every 1 staff member for swimming;

Educators must be working directly with the children to be included in the ratios;

At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, is in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.

There will at all times be at least 2 adult staff members in attendance at the service while children are being cared for.

Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

Volunteer workers may be counted towards the educator to child ratios for the service provided they meet the qualification requirements. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary, when utilizing volunteers.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Staff Recruitment and Employment

Yeronga State School P&C Association strives to follow transparent processes to employ educators who are qualified and appropriate for positions within Yeronga OSHC. The service also strives to be an equal opportunity employer. To ensure the best possible outcomes through the recruitment and selection process, it is essential to implement procedures and follow practices to ensure suitable candidates for positions are employed.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Anti-Discrimination Act 1991 (QLD)*
- *Fair Work Act 2009, National Employment Standards*
- *Children's Services Award (State) 2012*
- *Duty of Care*
- *NQS Area: 4.1; 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Determining the Responsible Person; Educational Leader; Staff Orientation and Induction; Staff Ratios; Staff Role and Expectations.*

Procedures

Definitions

'Equal Employment Opportunity (EEO)': is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.

'Discrimination': is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply.

Service Responsibilities

Application of this policy complies with relevant legislation and is designed to facilitate the creation of a workplace culture that maximises performance through employment decisions. Employment decisions are based on real business needs without regard to non-relevant criteria or distinctions and will ensure that all decisions relating to employment issues are based on merit.

Every potential applicant/employee will be given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as anyone else at the service. Consistent with this, the service will not condone and will regard as unfair, any form of unlawful discrimination or vilification.

Recruitment

To ensure fair, equitable and transparent employment procedures the Yeronga State School P&C Association will:

- In consultation with the Nominated Supervisor, review the position description for the vacant position.
- Offer vacant permanent part-time positions internally if the Yeronga State School P&C Association in conjunction with the Nominated Supervisor feel there is a suitable candidate. All decisions relating to promotion and career development will be made without regards to any matters other than the individual's inherent capacity and ability to carry out the position including their performance history.

If there are no suitable candidates for internal appointment, the position will be advertised through appropriate agencies or sources such as:

- Local and district newspapers;

- Appropriate websites including student employment via tertiary institutions;
- School newsletters.

Suitable advertisements should include a description of the position, hours/days required, personal/professional attributes and appropriate qualifications, closing date for applications and service address. Written applications should include a cover letter, resume and selection criteria where appropriate. (Particularly in relation to the recruitment of permanent positions such as the Nominated Supervisor, Assistant Nominated Supervisor and other positions as applicable.)

Applications received by the due date shall be reviewed by the Nominated Supervisor and interview panel representative in order to short list suitable applicants who shall then be called to arrange an interview. Unsuitable applicants will be informed, in writing, that their application has not been successful.

Selection and Appointment

The Yeronga State School P&C Association will appoint an interview panel to undertake sorting of applications and conducting interviews. This panel will be responsible for making decisions on the suitability of candidates and will be made up of key personnel such as representatives of the Yeronga State School P&C Association and Yeronga OSHC as well as an appropriate school employee.

Selection criteria and interview questions based on requirements for the position will be reviewed prior to the interview date by the selection panel.

The selection panel shall conduct the interview in a professional manner, using questioning techniques to ascertain the candidates' suitability for the position. All decisions relating to appointment will be made without regards to any matters other than the individual's inherent capacity and ability to carry out the position. Should the panel be unable to agree on a suitable candidate, then further interviews may be required.

Unsuccessful interviewees will be notified as soon as possible by a nominated person of the interview panel.

Successful interviewees will only be employed once reference checks have been completed by the Nominated Supervisor (or the Management Committee in the case of employment of the Nominated Supervisor) and, based on reference check information provided, they are considered/deemed appropriate for the position.

Suitable candidates shall be contacted by a member of the selection panel to make offer of the available position and to negotiate starting dates and inform of the orientation and induction process.

A letter of offer will be sent to the successful applicant informing them of the appointment decision. The successful candidate will be required to sign and return the letter of offer stating that they agree to accept the position.

The successful applicant will be required to sign an employment agreement stating that:

- They have received and agree to accept the job on the basis of the materials given to them; and
- Agree to observe strictly the Policies and Procedures of the Service, as amended from time to time.

Clear copies of staff qualifications, suitability notices, first aid qualifications and driver's licence (if applicable), will be held by the service in individual staff files. Casual educators may be employed and/or dismissed at the Nominated Supervisor's discretion. The 'reasonable enquiries' required for employing casual educators will include (but not be limited to):

- Requesting an appropriate resume from the candidate, including three professional/character referees;
- The Nominated Supervisor interviewing the candidate;
- Contacting at least two referees to check the person's character;
- Completion of Validation of blue Card form; and
- Notification of current immunisation status; and
- Obtaining a certified copy of, the appropriate qualifications of the person for the relevant job.

Employment of Family Members

Yeronga OSHC may employ family members of employees of Yeronga State School P&C Association and subcommittee members. In these instances, the following will apply in addition to the above employment procedures:

- Any and all such relationships must be disclosed as part of the recruitment and/or selection process;
- The initial employment interview and any subsequent appraisal processes will not involve the related employee, or Yeronga State School P&C Association or subcommittee member with a personal relationship with that person;
- All reference checks will be made by an independent person (delegated by the Yeronga State School P&C Association);
- Performance management procedures will be applied consistently, with independent people overseeing and conducting the process (if relevant); and
- Timesheets will not be authorised by a family member or associated person. If this situation is relevant for the Nominated Supervisor, the employee's timesheets will be authorised by a Yeronga State School P&C Association-nominated person.

The Yeronga State School P&C Association will ensure that appropriate expert industrial relations advice is sought and obtained as necessary to deal with employment and recruitment processes within appropriate legal and industrial standards.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Staff Retention

Yeronga State School P&C Association recognises the importance of retaining quality employees who demonstrate ongoing commitment to their work with children and families and use professional standards to guide their practice. The development and retention of quality employees ensures continuity and that the school age care program is responsive to the needs of children as individuals and in groups.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Children's Services Award State 2012*
- *Duty of Care*
- *NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Staff Orientation and Induction; Staff Performance Monitoring, Review and Management; Staff Ratios; Staff Recruitment and Employment; Staff Role and Expectations; Staff Training and Professional Development.*

Procedures

Yeronga State School P&C Association will develop clear policies and procedures in relation to YOSHC employee vacancies to ensure key values, skills and attributes are identified when advertising vacancies.

Yeronga State School P&C Association will ensure policies and procedures are developed and implemented in relation to employee orientation and induction with individual checklists completed to ensure all aspects of the employee's job role are discussed.

Yeronga State School P&C Association will develop clear policies and procedures in relation to employee performance reviews with identified strategies in place to manage ongoing learning and professional development.

Yeronga State School P&C Association will develop exit interview strategies to ascertain reasons for employee turnover with the intention to develop strategies to promote job satisfaction for existing employees.

Yeronga OSHC will actively work towards supporting educators to develop professionally through:

- Encouraging attendance at workshops;
- Supporting networking opportunities;
- Supporting higher education and qualification attainment;
- Enabling 'on the job' development and learning through coaching, mentoring and effective leadership;
- Providing regular opportunities for team members to come together and share thoughts and ideas enabling critically reflective practice.

Yeronga OSHC may provide benefits for employees who demonstrate an ongoing commitment to their role and use professional standards effectively to guide their practice through employee acknowledgement programs which may include:

- Appreciation certificates;
- Career advancement/promotion;
- Staff fee discount;
- Other rewards as deemed appropriate by management.

Policy Developed: 12/2014; Ratified: 6/2016

Staff Role and Expectations

As the employer, Yeronga State School P&C Association encourages the building of a skilled, qualified and motivated educator team who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children attending Yeronga OSHC.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Duty of Care*
- *NQS Area: 1.1.5, 1.1.6; 1.2; 2; 3; 4.1; 4.2; 5; 6.2.1; 6.3.2; 6.3.4; 7.1; 7.2; 7.3.1, 7.3.5*
- *Policies: Educators Practice; Respect for Children, Staff Code of Conduct; Staff Orientation and Induction; Staff Ratios; Staff Recruitment and Employment; Staff Performance Monitoring, Review and Management; Staff Training and Professional Development.*

Procedures

The Yeronga State School P&C Association shall require that all persons engaged (whether for financial remuneration or as volunteers) in the Service are fit and proper to undertake the work for which they are engaged to do. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

A person is considered fit and proper if, in the reasonable opinion of the Nominated Supervisor (or other appropriate delegate of the Approved Provider of the Service) they:-

- Are capable of providing an adequate standard of child care in the school age care setting;
- Are of good character and suitable to be entrusted with the care and protection of children; and
- Have obtained and given to the Approved Provider of the Service, as appropriate, a current positive suitability notice (or copy of paid application) as per the *Working with Children (Risk Management and Screening) Act 2000*.

The Education and Care Services National Law Act 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. Educators considered by the Approved Provider to be a fit and proper person are eligible, with their written consent, to be the delegated Nominated Supervisor of a service.

As the person responsible for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities including (but not limited to):

- Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
- Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
- Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
- Ensuring appropriate health and hygiene practices are developed, implemented and practiced by educators and children;
- Ensuring the prescribed levels of educator to child ratios are met and each educator at the service meets the qualification requirement relevant to their role.

The Approved Provider shall ensure that all educators have a current position description detailing their role and duties as per their position.

The Nominated Supervisor shall ensure that educators are fully informed of the Policies and Procedures of the Service, including all changes to them, by providing a Staff Handbook and appropriate forums to provide feedback and ideas to the Nominated Supervisor for the ongoing improvement of the Service.

The Nominated Supervisor shall ensure that there is an up-to-date copy of the *Education and Care Services National Law 2010 and Regulations 2011* at the Service (refer to www.acecqa.gov.au to obtain a copy) for reference by educators and so that educators are made and kept aware of its relevance and application to them.

The Nominated Supervisor shall convene regular team meetings with educators to keep them informed of all matters of concern relating to the Service which it is relevant or necessary for them to know in order to do their job confidently. Minutes of these meetings will be recorded.

Educators will not be permitted to smoke, consume alcohol or drugs, or be affected by them, during the hours children are in their care.

Educators who require regular medication will hold a medical certificate that confirms their ability to care for children.

To reflect the standard of professionalism required by Yeronga State School P&C Association from their employees a code of conduct has been developed for all to follow. The code of conduct is made available to educators through the staff handbook, upon employment.

Educators have a number of rights and responsibilities under their employment conditions with Yeronga State School P&C Association. They are as follows:

Educators have a responsibility to:

- Adhere to the Policies and Procedures of the service as well as any direction given by the Nominated Supervisor in relation to their job role;
- Actively supervise children in all approved areas of the service by being within sight and/or hearing distance;
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
- Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;
- Promote children's sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
- Treat all children equitably and respond positively to all children who require their attention;
- Communicate with children respectfully, taking the time to listen and value what they say;
- Consistently role model appropriate behaviour and interactions, encouraging and guiding children to self-regulate their own behaviour in line with the service rules;
- Work collaboratively to challenge, support, reflect and learn from other educators in order to further develop own skills and practices;
- Communicate with the Nominated Supervisor, either verbally or through documented service procedures, any issues and/or concerns relating to children, families, educators or any aspects of the service's program;
- Dress and conduct themselves in a professional manner by wearing the Yeronga OSHC uniform shirt/hoodie, appropriate shorts/pants/skirt and suitable closed in shoes. Educators are requested to ensure visible tattoos are/or body piercings are appropriate and comply with work health and safety requirements..
- Consistently implement and reflect on individual practices as documented in the 'My Time, Our Place' Framework for School Age Care in Australia:
 - Holistic Approaches;
 - Collaboration with Children;
 - Learning Through Play;

- Intentionality;
- Environments;
- Cultural Competence;
- Continuity and Transitions;
- Evaluation for Well-being and Learning.

Educators have a right to:

- Be respected, not subjected to verbal and/or physical abuse and have their property treated with respect;
- Be treated courteously by all children, parents and other educators;
- Work in a safe, clean and supportive environment;
- Be valued and supported as a professional by other educators, parents/guardians and the wider school community;
- Be offered professional development opportunities; and
- Express ideas and opinions that are heard and valued.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Staff Training and Professional Development

Yeronga State School P&C Association has a commitment to provide adequate, relevant and regular training and professional development for educators employed at Yeronga OSHC. This training will be both formal and informal, and relevant to their role to enable them to do their job confidently and to properly comply with these Policies and Procedures and other requirements of the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *'My Time, Our Place' Framework for School Age Care in Australia*
- *Duty of Care*
- *NQS Area: 2.3.4; 4.1; 4.2.1, 4.2.2; 7.1.2, 7.1.3, 7.1.4, 7.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Educational Leader; Educators Practice; Quality Compliance; Staff Orientation and Induction; Staff Role and Expectations; Staff Performance Monitoring, Review and Management; Volunteers and Students; Workplace Health and Safety.*

Procedures

The Nominated Supervisor will facilitate opportunities for educators to access professional development training throughout the year, based on topics identified by the Nominated Supervisor, in consultation with management and educators and relevant to:

- The operation of the Service and its Policies and Procedures;
- Legal or other regulatory requirements; and
- Other issues of interest or benefit to educators to help them better do their job in the overall interests of the Service and the children.

Professional development includes opportunities to learn or further enhance skills whereas professional learning includes access to information that is required. This information may be accessible through:

- Meetings;
- Training/information sessions;
- Workshops.

The Nominated Supervisor will ask educators on a regular basis to contribute suggestions for training topics. Details of training are included in the Nominated Supervisors report presented to regular meetings of the Yeronga State School P&C Association.

Educators will be paid for attendance at compulsory training sessions and service team meetings, including training required as per regulatory requirements. Hourly pay rate whilst at training is detailed in individual employment contracts.

The Nominated Supervisor will be responsible to ensure that a written record of all professional development of educators is kept at the service and is able to be produced to Management upon request. Yeronga State School P&C Association shall ensure adequate funds are allocated within the YOSHC service budget for training and professional development for all educators.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Staff and Volunteer/Student Grievances

Yeronga State School P&C Association aims to maintain a harmonious work environment through resolving employee grievances effectively and to the satisfaction of all concerned. Yeronga State School P&C Association is committed to addressing staff and/or volunteer/student grievances in a prompt and effective manner ensuring the rights of all parties are respected. Both employer and employee will abide by their obligations under any relevant industrial award or agreement. The aim of this policy is to ensure that grievances are resolved through discussion between both parties however, Yeronga State School P&C Association (as the employer) acknowledges that, from time to time, individuals may have grievances which need to be resolved externally in the interest of good relationships and transparency.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Children's Services Award (State) 2012*
- *NQS Area: 4.2; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2.2; 7.3;*
- *Policies: Staff Code of Conduct; Staff Counselling and Disciplinary Procedures; Staff Orientation and Induction; Staff Recruitment and Employment; Volunteers and Students; Workplace Bullying and Harassment; Workplace Sexual Harassment.*

Procedures

The Yeronga State School P&C Association will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

The Nominated Supervisor shall be the first contact for all complaints however, if it is not appropriate for the complaint to be made to the Nominated Supervisor, the complainant will have direct access to the Yeronga State School P&C Association via the delegated Grievance Liaison. The Nominated Supervisor will permit and, if appropriate, encourage the complainant to do so.

The Nominated Supervisor will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant and will ensure that the Grievance Liaison is present during any organised meetings to discuss a complaint. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided as far as possible. The Nominated Supervisor may make and keep a confidential written record of such discussions electronically in the complaints record on the service computer.

If the verbal grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to the Grievance Liaison for further action. This will instigate the following formal procedure:

- Notification of receipt of the complaint will be sent to the complainant and a copy of the official written complaint will be provided to the Grievance Liaison;
- Contact by the Grievance Liaison Officer will be made via phone to discuss the complaint;
- Yeronga OSHC Grievance Liaison will assess the complaint and notify the P&C Association executive for a determination to be made, which may include;
 - Providing opportunity, in writing, for other named parties to meet with Management to discuss details of grievances tabled; and/or
 - Seeking the services of a professional association for advice, support and/or assistance.

The Grievance Liaison or Nominated Supervisor are to promptly log all written complaints, the records of relevant discussions and the resolution of the complaint in a confidential record. A copy will be given to the complainant on request. A copy is to be provided to Yeronga State School P&C Association.

In the event of a complaint against an employee or volunteer by a child, parent/guardian or other employee/volunteer, which if proven, would constitute a criminal offence resulting in the cancellation of their blue card, the employee or volunteer will be removed from contact duties and given alternative duties to perform until the matter is fully investigated.

In the event of such complaints, the Grievance Liaison will immediately contact the P&C Association President who will seek advice from an Employers Association. If the matter remains unresolved within two weeks of the written grievance, the Yeronga State School P&C Association will review the case and determine a course of action in line with relevant legal and industrial advice.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm

Yeronga OSHC regards its role in the protection of children in its care of the utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or other primary carers. Such a policy includes a statement of commitment to the safety and wellbeing of children whilst attending the YOSHC service.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999 and Regulations 2000*
- *Family and Child Commission Act 2014*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3; 4.2.1; 7.1.1, 7.1.2, 7.1.5; 7.3.2, 7.3.5.*
- *Policies: Anti-bullying; Behaviour Management & Support; Children's Toileting; Educators Practice; Including Children with Special/Additional Needs; Inclusion & Anti-bias; Reporting of Child Abuse; Risk Management & Compliance; Use of Photographic & Video Images of Children.*

Procedures

Yeronga OSHC Management, Nominated Supervisor, Coordinators and Educators shall be committed to providing an environment that's safe and promotes the well-being of all children by:

- Requiring that educators and management sign a code of conduct upon engagement;
- Ensuring Educator employment and training procedures are used so that the service employs suitable people and conducts adequate and appropriate orientation;
- Ensuring Educators are directed that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable;
- Actively supervising children to ensure that they are protected from harm caused by: physical injury; or harassment and other non-physical harm, whether caused by other children, staff, and parents of other children or any other person.
- Ensuring educators are not alone at the service with a child, except in an emergency;
- Ensuring educators supervise all areas available to children;
- Obtaining written parental permission for children to be photographed at the service with photographs being for service use only, unless otherwise advised;
- Ensuring educators ask children to inform them when going to the toilet whilst away from the main service facilities and ensuring that the Children's Toileting Policy is followed at all times;
- Ensuring educators, ancillary staff & volunteers comply with legal requirements to apply for, & hold, the appropriate child worker clearances under the Working with Children (Risk Management & Screening) Act 2000 & Regulations 2011;
- Executive Committee members of the Yeronga State School P&C Association, as the Approved Provider will comply with legal requirements to hold a current positive suitability notice under the Working with Children (Risk Management & Screening) Act 2000 & Regulations 2011

The Nominated Supervisor or designated Responsible Person will act as the Quality Officer for the Service and in this capacity:

- Is to keep a copy of the clearances and suitability notices referred to above; and
- Ensures that the service employees are aware of all legislative requirements & changes relating to the protection of children, including under the Education and Care Services National Law Act 2010 & Regulations 2011, Working with Children (Risk Management & Screening) Act 2000 & Regulations 2011 & any other relevant legislation.

Policy Developed: 10/2014; Ratified: 6/2016

Strategic Planning

Yeronga State School P&C Association recognizes and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of Yeronga OSHC therefore management will review service operations regularly and take a planned approach to the organizations future.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Accounting Manual for Parents & Citizens Association*
- *P&C's Qld Support Guide for P&C's*
- *NQS Area: 3.1.1; 3.2.2; 3.3.2; 6.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Approval Requirements under Legislation; Asset Management; Budgeting and Planning; Communication with Community; Communication with Families; Parents & Citizens Association; Play Equipment and Resources; Purchasing; Space and Facilities Requirements.*

Procedures

The Yeronga State School P&C Association in collaboration with the Yeronga OSHC Subcommittee shall plan an annual meeting to strategically review operations and to take a planned approach to the service's future.

The Nominated Supervisor shall be involved in the process of strategic planning and shall provide the following documents/resources for a 12 month preceding time period to enable the process, including but not limited to:

- Audited financial reports and budget;
- Attendance patterns;
- List of Policies and Procedures;
- Calendar of Events;
- Marketing materials/strategy;
- Others as required.

A strategic planning document will be developed for Yeronga OSHC which will identify major projects and/or areas for development for the service for the upcoming 3 to 5 years. This document will contribute to the overall Yeronga State School P&C Association strategic plan.

The Yeronga State School P&C Association may seek external support and advice in the process as required.

Policy Developed: 12/2014; Ratified: 6/2016

Sun Safety

The purpose of this Sun Safety Policy is to ensure that all children, staff and visitors attending Yeronga OSHC are protected from skin damage caused by harmful UVR from the sun.

Yeronga OSHC will provide a Sun Smart environment that supports Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011*
- *Duty of Care*
- *Cancer Council Queensland's Sun Smart Policy Guidelines – Early Childhood Cancer Council Australia*
- *NQS Area: 1.1.3; 2.1.1; 2.2.2; 2.3.2; 3.1.1; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.2; 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Children's Property and Belongings; Communication with Families; Educators Practice; Enrolment; Excursions; General Health and Safety; Including children with Special/Additional Needs; Information Handling (Privacy and Confidentiality); Physical Activity; Preventative Health and Wellbeing; Program Planning; Promoting Protective Behaviours; Space and Facilities Requirements; Staff Health and Wellbeing; Staff Orientation and Induction; Staff Role and Expectations; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm; Strategic Planning; Water Activities and Safety.*

Procedures

Rationale

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children in childcare are there during peak ultraviolet radiation (UVR) times throughout the day, early childhood settings play a major role in both minimising children's UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour.

Skin damage, including skin cancer, is the result of cumulative exposure to the sun. Research shows that sunburn contributes to skin cancer and other forms of skin damage such as sunspots, blemishes and premature ageing. Most skin damage and skin cancer is therefore preventable.

Ultraviolet radiation (UVR) levels are highest during the hours that children are at childcare settings. As children will spend a portion of their day outdoors, we are committed to protecting them from harmful effects of the sun.

The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Sun Smart Policy Guidelines for Early Childhood Settings

Sun safety will be practiced at our service throughout the whole year.

Parents will be asked to provide a broad brimmed Sun Smart hat which protects the face, neck, ears and crown of the head for their child and encourage them to wear it. No caps.

Parents will be asked to provide appropriate Sun Smart clothing that protects as much of the skin as possible. Loose fitting clothing and darker colours will be more comfortable and effective.

Educators will ensure that all children, other staff and visitors attending Yeronga OSHC are protected from the harmful UV effects of the sun during the recommended times of the day. The Nominated Supervisor will:-

- Inform Parents of our Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the enrolment package information.
- Ensure all sun protection measures are applied to children, educators and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including:-
 - Wearing adequate Sun Smart clothing and use shaded and/or covered areas;
 - Wearing broad-brimmed hats that protect the face, neck and ears;
 - Applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (with parent permission and allergy safe as required).
- Incorporate education programs that focus on skin cancer prevention and early detection into the program.
- Ensure all educators, children and visitors act as positive role models and demonstrate Sun Smart behaviour when attending Yeronga OSHC.
- Ensure that adequate shade is provided during outdoor events including excursions.

Ongoing feedback and support will be sought from parents and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.

The Sun Safety policy will be reviewed regularly (at least annually) with children, staff, parents and the Management Committee.

Policy Developed: 11/2014; Ratified: 6/2016

Sustainability Practices

Yeronga OSHC is committed to ensuring policies and procedures developed as part of the program, minimize environmental impact and provide children with experiences of the natural world, helping them to understand their place in it and to take responsible action to preserve it. Yeronga OSHC is also committed to establishing sound environmental practices relating to all operational aspects of the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Environmental Protection Act 1994 and Environmental Protection Regulation 2008*
- 'My Time, Our Place' Framework for School Age Care in Australia
- *NQS Area: 3.3*
- *Policies: Communication with Community; Communication with Families; Educators Practice; Environmental Management; Parent and Community Participation; Program Planning; Staff Orientation and Induction; Use and Maintenance of Air Conditioning.*

Procedures

The Nominated Supervisor and educators will be encouraged to follow sound environmental practices and understand their role in positive modelling for the children.

Educators work collaboratively with the children and their community to develop and implement sustainable practices related to the service program and routines, including (but not limited to):

- Recycling food scraps;
- Using recycled items in craft activities;
- Recycling scrap paper for use;
- Establishing a garden and using the produce in the service menu;
- Establishing composting or worm farms for scraps;
- Creating play spaces for children to interact with the natural environment; and
- Undertaking regular reviews of sustainable practices within the service.

Educators will encourage children to be aware of energy efficiency, particularly in relation to the use of lighting, heating and air conditioners.

The Nominated Supervisor, in collaboration with Management, will establish and implement sustainable administrative practices which may include email communications between management, issuing family statements via email and electronic sign in procedures.

Information relating to sustainable practices will be accessed and readily available for educators, children and families at the service.

Policy Developed: 11/2014; Ratified: 6/2016

Transport for Excursions

Children have the right to be safe while travelling in transport provided by Yeronga OSHC therefore all transport used will comply with the appropriate legislation and regulations and *Transport Operations (Road Use Management) Act 1995*. Maximum safety precautions will be maintained and parent permission will be obtained prior to a child travelling on any type of transport.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Transport Operations (Road Use Management) Act, 1995 (Qld)*
- *NQS Area: 1.1.5, 2.3.1, 2.3.2, 2.3.3; 4.1; 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Budgeting and Planning; Communication with Families; Excursions; Including Children with Special/Additional Needs; Program Planning; Risk Management and Compliance; Staff Ratios; Vehicle Restraints.*

Procedures

Selecting Transport

At no time will educators be permitted to transport children in their own cars, except in the event of an emergency situation where it may be quicker in order to access emergency medical treatment. All vehicles used must be registered in Queensland.

Drivers are to be licensed to carry the required number of passengers for the purpose. Yeronga State School P&C Association will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.

In selecting transport, Yeronga OSHC will ensure that a communication system is available for use in the event of emergency.

Yeronga OSHC will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.

Yeronga OSHC will use buses fitted with seat belts when traveling on roads with a speed limit signage of 61kms/hr or over. Yeronga OSHC will, wherever practicable and affordable, use buses fitted with seat belts, or where this is not possible, ensure that suitable safety precautions are taken, when traveling on roads with a speed limit signage of 60kms/hr or under.

Children will not be left in the sole care and custody of bus drivers or others. Educator/child ratios will continue to apply during transportation.

Vehicle Breakdown/Accident

In the event of injury occurring during transporting to an excursion, procedures as set out in the Illness and Injury Policy will be followed.

While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.

In the event of a late return to Yeronga OSHC from an excursion, every effort will be made to notify parents/guardians e.g. to arrange for a notice to be displayed at the service or to contact parents/guardians individually.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Use and Maintenance of Air Conditioning

Yeronga OSHC recognises and understands the need to maintain a healthy and safe environment for children and educators whilst at the same time valuing the need to ensure that the air conditioning operates with minimum impact on the environment.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *Environmental Protection Regulation 1998*
- *NQS Area: 2.1.2; 3.1.2;*
- *Policies: Environmental Management; Extreme Weather; Preventative Health and Wellbeing, Space and Facilities Requirements, Sustainability Practices; Workplace Health and Safety.*

Procedures

The service shall operate the air conditioner to cool and/or heat the space to ensure the environment is comfortable and suitable to maintain the well-being and safety of children and educators.

The air conditioner shall be set at a reasonable temperature at all times it is in use. For energy efficiency the recommendation is 24 °c.

Educators will ensure that, before the air conditioning is turned on, windows and doors will be closed for energy efficiency.

Regular maintenance shall be carried out on the system/s by a reputable contractor where a service report shall be required.

Regular cleaning of the air conditioner unit dust filters will be conducted and included as part of the service cleaning schedule.

Aesthetics and safety shall be considered for all new air conditioning installations.

Policy Developed: 11/2014; Ratified: 6/2016

Use of Photographic and Video Images of Children

Yeronga OSHC acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children attending the service to support and promote their involvement in relevant programs and activities. Parent/guardian permission is obtained prior to any photographs/videos of children being taken or displayed.

Relevant Laws, Legislations and other Provisions

The laws and other provisions affecting this policy include:

- *Family and Child Commission Act 2014*
- *Child Protection Act 1999 and Child Protection Regulations 2000*
- *NQS Area: 1.1.4; 4.2.1; 5.2.3; 6.1.1, 6.1.2; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Acceptance and Refusal of Authorisations; Communication with Families; Complaints Handling; Educators Practice; Enrolment; Information Handling (Privacy and Confidentiality), Information Technology; Observational Recording; Program Planning; Program and Documentation Evaluation; Respect for Children; Staff Orientation and Induction; Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm.*

Procedures

Parents/guardians shall be required to authorise permission for such images of their children to be taken and used by the service on relevant enrolment forms and documentation. Parents shall also be informed of the procedure for processing photographic images.

Such permission shall explicitly include local community and in-service activities and events.

Parents shall be requested for special permission to be granted for photographs taken which are intended to be used for promotional purposes and may be viewed by persons outside of the local community.

Employees of Yeronga OSHC shall only be permitted to photograph children using equipment owned solely by the service.

Processing of photographs shall be conducted at Professional photographic laboratories or within the service using the printing equipment available.

To protect the privacy of families, children with their own electronic devices (e.g., mobile phone, DSI, etc.) will be encouraged not to photograph other children or educators with their own electronic devices.

Policy Developed: 10/2014; Ratified: 6/2016

Vehicle Restraints

Yeronga OSHC promotes safety in the transporting of children in vehicles during the operation of program activities. The following measures, articulated through procedure, support legislative attempts to reduce the effects of serious injury or death in the event of a crash.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Queensland Government, Child Restraint Legislation, Department of Transport and Main Roads (Effective 11 March 2010)*
- *NQS Area: 2.3.1, 2.3.2; 6.1.1; 7.1.2, 7.3.5.*
- *Policies: Communication with Families; Excursions; Risk Management and Compliance; Transport for Excursions.*

Procedures

In the case of children being transported in a bus during the operation of the program, the following guidelines shall be followed:

- Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required.
- The restraint provisions for four to seven year olds apply to a bus that has 11 or 12 seats with all passengers having to wear seat belts if they are fitted. In this instance:
 - The indicative weight specified for this age range in the restraint laws is 14 to 26 kgs. Children who are four (or more) years of age but below the indicative weight range may be recommended the forward facing child restraint with built-in harness. Children who are seven (or more) years of age, within the indicative weight range may still require the recommended child restraint.

Source:

Queensland Department of Transport and Main Roads, *Child Restraints – questions and answers*.

Accessed 16 December 2014.

http://www.tmr.qld.gov.au/~media/Safety/Driver%20guide/Child%20restraints/Child_restraints_qanda.pdf

Policy Developed: 12/2014; Ratified: 6/2016

Volunteers and Students

Volunteers have a role to play in our service by becoming members of the Yeronga State School P&C Association, becoming a member of the Yeronga OSHC subcommittee if applicable, and attending monthly service meetings.

Volunteer/student educators occasionally become a part of our team at Yeronga OSHC and are managed in a consistent and professional manner. All volunteer/student educators under induction and orientation procedures, and are expected to read and abide by policies and procedures of the service.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Education (General Provisions) Act 2006*
- *P&C's QLD Support Guide for P&C's*
- *Duty of Care*
- *NQS Area: 4.1; 4.2.1; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Communication with Community; Communication with Families; Educators Practice; Parent and Community Participation; Parents and Citizens Association; Parents and Citizens Association YOSHC Subcommittee; Parent Conduct; Quality Compliance, Risk Management and Compliance; Staff Orientation and Induction; Staff Role and Expectations; Staff and Volunteer/Student Grievances.*

Procedures

P&C Committee Volunteers

All members of the Yeronga State School P&C Association executive and sub-committee executive are required to abide by the Yeronga OSHC Information Handling Policy and sign a confidentiality agreement.

All members of the Yeronga School P&C Association executive and subcommittee executive are required to hold a valid blue card, issued through the Queensland Government Blue Card Services. Further information can be accessed at <https://www.bluecard.qld.gov.au/business/Childcare.html>

Volunteer/Student Educators

All procedures of Yeronga OSHC which are applicable to employees, apply to volunteers except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.

Volunteers must hold a valid blue card from before they begin volunteering. The Nominated Supervisor will initially check the status of the blue card at <https://www.bluecard.qld.gov.au/onlinevalidation/validation.aspx> as well as ensure an 'Authorisation to Confirm a Valid Card' form is completed by the volunteer/student educator, prior to them beginning volunteering.

Copies of the volunteer/student educator's Blue Card (for all volunteers who volunteer at the service) will be kept in their personnel file.

An induction process will be given to provide an opportunity to help volunteers understand:

- Yeronga OSHC's commitment to an environment which is safe and friendly to children;
- Yeronga OSHC's policies, procedures and code of conduct;
- Procedures to follow when harm is disclosed;
- Their rights and responsibilities;
- What is expected of them;
- The boundaries of their roles;
- The roles of key people in the Service;
- What to expect if there is an allegation of harm made against them or to them;

- Reporting procedures; and
- Grievance procedures.

Volunteer workers may be counted towards the educator to child ratios for the service provided they meet the qualification requirements however; at no time will they be left alone with children. Volunteers under the age of 18 must be fully supervised by a qualified educator. Risk assessments will be conducted, as necessary, when utilizing volunteers.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Water Activities and Safety

Yeronga OSHC acknowledges that water activities are a significant part of our Queensland culture therefore we aim to provide children with experiences that are safe and fun. Yeronga OSHC recognises that the safety and supervision of children in and around water is of the highest priority therefore children will be closely supervised at all times during water play experiences. The scope of this policy includes swimming activities, water play, excursions near water, hot water and drinking water within the service environment.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3.1, 2.3.2; 4.1.1*
- *Policies: Communication with Families; Educator Practices; Excursions; Including Children with Special/Additional Needs; Physical Activity; Program Planning; Staff Ratios; Sun Safety, , Risk Management and Compliance*

Procedures

Water Safety

The Nominated Supervisor will:

- Provide information and guidance to educators and families on the importance of children's safety in and around water;
- Ensure work, health and safety practices incorporate approaches to safe storage of water and play;
- Ensure clean drinking water is available at all times;
- Conduct a comprehensive risk assessment prior to any water activities taking place. The risk assessment shall identify the educator to child ratios required to ensure children's safety.
- Ensure hot water that may be accessible to children during service operation is maintained at an appropriate temperature (43.5°C or less).
- Ensure water for pets kept at the service is changed regularly and only accessible to children when educators are present.

Educators will:

- Ensure water troughs or containers for water play are filled to a safe level and emptied onto garden areas after use;
- Ensure buckets of water used for cleaning are emptied immediately after use. Buckets are not to be left in play areas or accessible to children unless they are being used as part of a program experience.
- Encourage children to play in or near water safely, giving appropriate instructions and guidance.

Swimming Activities

Swimming is occasionally part of the program at Yeronga OSHC. During swimming excursions, non-swimmers will be taken to the pool with the other children, where alternative non-swimming activities will be provided.

Yeronga OSHC requires children wear either a 'sun safe' swimming shirt or an old T-shirt to help prevent sunburn. Every child is to wear their shirt during swimming excursions or excursions to swim parks.

All bodies of water present a significant risk to children therefore the service will ensure the following procedures are implemented:

A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator/child ratio. Consideration will also be given to the capacity of educators to rescue children from water.

Families must complete a 'Swimming Ability Form' for each child attending the activity. Information gained through this form will identify children's swimming competence and assist educators to manage their safety while in the water.

Educators will be positioned both in and out of the water to allow them to directly and actively supervise any child accessing the water.

At least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance and immediately available in an emergency.

Policy Developed: 11/2014; Ratified: 6/2016

Workplace Bullying and Harassment

Yeronga State School P&C Association believes that all employees should be able to work in an environment where they are valued, respected and appreciated by their colleagues, educators and employers. Workplace bullying and harassment is detrimental to the ongoing health, wellbeing and sense of safety for employees. Therefore, the following guidelines shall be implemented by the service to ensure workplace bullying and harassment is not tolerated and that appropriate procedures for managing reports of bullying and harassment are in place.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *Prevention of Workplace Harassment Advisory Standard 2004*
- *Anti-Discrimination Act 1991 (QLD)*
- *NQS Area: 4.2; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Information Handling (Privacy and Confidentiality); Staff Code of Conduct; Staff Counselling and Disciplinary Procedures; Staff Orientation and Induction; Staff Role and Expectations; Staff and Volunteer/Student Grievances; Volunteers and Students; Workplace Sexual Harassment; Workplace Health and Safety.*

Procedures

Definition

For the purpose of this policy, workplace bullying and harassment occurs when a person is subject to repeated patterns of behaviour (other than behaviour amounting to sexual harassment) by co-workers, educators or management members (or groups of), which may include verbal, physical or physiological abuse that:

- is unwelcome and unsolicited; and
- The person considers to be offensive, humiliating, intimidating or threatening; and
- A reasonable person would consider to be offensive, humiliating, intimidating or threatening

Responsibilities

Workplace bullying and harassment shall not be tolerated or accepted by any employee or member of management of Yeronga OSHC. Therefore this policy and procedure is not limited to the workplace or working hours and will include all work related events including but not limited to:

- Team meetings;
- Family events organised by the service;
- Celebratory functions;
- Other events organised by the service in public or private locations.

This policy also relates to, but is not limited by the following types of communication:

- Verbal communication, either over the telephone or in person in the workplace, and outside of it;
- Written communication including letters, notes, minutes of meetings etc.;
- Internal and external communication including emails, faxes and/or text messages.

In line with the service's commitment to creating a workplace that is free from workplace health and safety risks and one which strives to create positive working relationships, all those covered by this policy and procedure are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour towards others in, or connected with the workplace. This includes hurtful remarks or attacks and making fun of a person or their work

(including references to family, sex, sexuality, gender identity, race or culture, education and economic background);

- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour of any type;
- Adhering to the service's grievance procedures, as listed further in this policy, if they experience any bullying behaviours personally;
- Reporting any bullying behaviours they see happening to others in the workplace, or connected with the workplace in line with the grievance procedure in this policy;
- Keeping information confidential if involved in any investigation of bullying.

It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress, feelings of isolation at work, anxiety, loss of self-esteem, loss of financial security, loss or deterioration of personal relationships, physical symptoms of stress such as headaches, backaches, stomach cramps, and depression.

Some types of workplace bullying are criminal offences therefore any instances of violence, physical assault and/or stalking must be reported to the Queensland Police Service immediately.

Grievance procedures shall be made available to employees and clearly articulated in the Staff Handbook. Employees shall be advised of the relevant Union.

A member of the Yeronga P&C Association is nominated as the Workplace Bullying and Harassment Liaison. Contact details for this person can be found on the Staff Noticeboard.

All reports of harassment and/or bullying behaviour shall be managed in accordance with the service's grievance procedures and whilst all endeavours will be made to preserve the confidentiality of the complainant and the person accused, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigative process. All employees who experience workplace bullying or harassment will be encouraged to keep a diary record of these instances. The service's grievance process will include:

- Reporting the grievance to the Workplace Bullying and Harassment Liaison who will contact the Yeronga State School P&C Association President for further guidance.
- Arranging for a meeting with the complainant to discuss the nature of the alleged complaint and or grievance;
- Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information;

Management may seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace with appropriate dispute resolution services accessed as required and upon professional advice.

Policy Developed: 12/2014; Ratified: 6/2016

Workplace Health and Safety

For the protection of children, educators, management and the Service as a whole, Yeronga OSHC will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the *Work Health and Safety Act, 2011*. See also specific obligations relating to Emergency equipment and facilities. The service promotes health and safety awareness for all people involved in the service. Policies and procedures are developed and monitored to reflect safe work practices.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011, Manual Tasks Code of Practice 2010, Hazardous Substances Code of Practice 2003, Manual Tasks Involving the Handling of People 2001.*
- *Fire and Rescue Service Act 1990 and Building Fire Safety Regulation 2008 (Queensland), Electrical Safety Act 2002.*
- *NQS Area: 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1, 4.2.1; 7.1.1, 7.1.2; 7.2.1, 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Play Equipment and Resources; Preventative Health and Wellbeing; Space and Facilities Requirement; Staff Code of Conduct; Staff Orientation and Induction, Staff Training and Professional Development; Risk Management and Compliance; Workplace Bullying and Harassment; Workplace Sexual Harassment.*

Procedures

The Yeronga State School Workplace Health and Safety Officer will act as the Workplace Health and Safety Officer for the Yeronga OSHC equipment and facilities that are shared with the school. YOSHC will have its own WHS representative for areas specific to OSHC services. This person will ensure that the service meets legislative requirements.

Yeronga OSHC Management will ensure that the educator who is acting in the role of WHS representative, (whether that is the Nominated Supervisor or other designated educator) has adequate time, education/training and resources to ensure that they are able to fulfil the role as required by the legislation.

Educators are made aware of appropriate and up-to-date WHS information through the service recruitment processes and via the Staff Information Package they receive. Educators are actively encouraged to raise any concerns they may have regarding safety of equipment and/or resources at the service with the Nominated Supervisor.

The Nominated Supervisor or designated WHS representative shall:

- Maintain, in a safe and accessible place, up-to-date, all records and materials required by the legislation and shall be required to provide them on request;
- Monitor educator practices and ensure up to date information is distributed;
- Make recommendations to management on how to improve current systems;
- Ensure stairs and walkways are kept clear of furniture, equipment and clutter;
- Ensure equipment is arranged with consideration to its purpose and in relation to other areas of play space.

Dangerous Substances

All dangerous substances, medication and first aid supplies are kept in a secure location, inaccessible to children.

All poisons, disinfectants, corrosive substances and other poisonous and dangerous substances and items are marked in their original containers, kept out of reach of children and placed in a child proof storage facility.

Material Safety Data Sheets are obtained from the manufacturer and stored in the cleaning cupboard and/or along with the product.

On swimming excursions, the pool area will be thoroughly checked for dangerous or hazardous objects. Swimming will be cancelled if non-removable danger is present.

A risk assessment will be conducted when using any type of lacquer or spray paint with the educator ensuring the area is open and well ventilated.

Maintenance

The Nominated Supervisor will be responsible to ensure there is adequate heating, lighting and ventilation at all times.

The Nominated Supervisor will ensure that educators remove from use and have repaired or replaced as soon as possible, all equipment that is faulty or broken.

Prior to use each day, educators will complete the daily safety checklist to ensure all outdoor areas and equipment are safe for use and free from splinters, spiders or other items which may cause injury. Soft fall and sandpit areas will be checked, and raked if necessary, by educators for glass, needles or animal faeces prior to children having access to them.

At the beginning of each school term, the Nominated Supervisor will ensure a 'Playground Maintenance Checklist' is completed for each playground area.

Hazards identified from these safety checks will be raised with the Nominated Supervisor who will then inform school staff immediately. In the case of items which cannot or should not be rectified by educators, the Yeronga State School P&C Association will also be advised in writing.

Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. Any issues identified must be raised with the Nominated Supervisor immediately and educators will be instructed on restrictions surrounding use of equipment or area.

A written agreement with the Yeronga State School Principal will be implemented to ensure security of tenure and a clear understanding of the responsibilities of both parties regarding maintenance, contacts for problems, descriptions of facilities/equipment covered and all costs associated.

The Nominated Supervisor will ensure that an approved earth leakage device is installed and operational. Educators will be aware of the location of the power board and how to access the circuits used by Yeronga OSHC.

In regards to electrical equipment, the Nominated Supervisor will be responsible to ensure that:

- Specified electrical equipment is inspected, tagged and tested by a qualified and registered electrician annually and inspection dates recorded. Unsafe equipment will be immediately withdrawn from use; OR
- Specified electrical equipment is connected to a type 1 or 2 safety switch with unsafe equipment immediately withdrawn from use if the safety switch is triggered; and
- The safety switch is tested at regular intervals and the appropriate authorities notified if it is not working correctly.

Educators will be instructed in the safe use and storage of electrical equipment associated with their work. The Nominated Supervisor shall ensure that all fire safety equipment (extinguishers and blankets) are maintained in accordance with the Building Fire Safety Regulation 2008.

Manual Handling

Yeronga OSHC Management will ensure that all educators have adequate training in relation to lifting and manual handling techniques used at the service. Educators must use lifting equipment (e.g. hoist or trolley) if available.

The Nominated Supervisor will ensure that appropriate lifting and manual handling techniques are practiced by educators and/or volunteers. Educators must inform the Nominated Supervisor if they have any medical or health issues that may place them at risk of injury when lifting or moving people/objects.

The Nominated Supervisor will ensure that information regarding appropriate lifting and manual handling techniques are included in the Staff Package and orientation procedure.

Sharps/Dangerous Objects

'Sharps' refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass.

As part of the service's daily safety checklists, educators may be required to dispose of needles/sharp hazards that are found in playground and sandpit areas as well as clean up broken glass that may be contaminated with blood.

The Nominated Supervisor will ensure there is suitable equipment for disposing of sharps. This may include disposable gloves, appropriate tongs and a suitable container with a screw top lid.

For the collection and disposal of needles and/or dangerous objects, educators will be required to:

- Place the container (with lid off) on the ground near the hazard;
- Use gloved hand or tongs to pick up the needle/syringe by the barrel at the end away from the needle. For other dangerous objects, take care when picking them up;
- Place the needle/syringe sharp end first into the container. Do not hold the container while you do this. For other dangerous objects, carefully place them into the container. Replace the lid and seal tightly;
- The container is to be taken to a pharmacy to be disposed of correctly.

If an educator or child is injured by a used needle the following procedure will be implemented:

- The affected area will be washed with running water and soap as soon as possible;
- A sterile waterproof dressing such as a Band-Aid will be applied;
- Medical advice will be sought from a doctor, local health centre or Hospital.
- Safe disposal procedures as above will be followed however, it is important for the needle or syringe to be taken with you to the doctor or Hospital.

Policy Developed: 5/2005; Ratified: 12/2005; Reviewed: 10/2015, 6/2016

Workplace Sexual Harassment

Yeronga State School P&C Association is committed to ensuring the working environment is free from sexual harassment. All employees are treated with dignity, courtesy & respect. This includes any work-related activities such as conferences, work functions and/or excursions.

Relevant Laws, Legislations and Other Provisions

The laws and other provisions affecting this policy include:

- *Work Health and Safety Act 2011*
- *Prevention of Workplace Harassment Advisory Standard 2004*
- *Anti-Discrimination Act 1991 (QLD)*
- *Sexual Discrimination Act 1984*
- *NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Information Handling (Privacy and Confidentiality); Staff Code of Conduct; Staff Counselling and Disciplinary Procedures; Staff Orientation and Induction; Staff and Volunteer/Student Grievances; Volunteers and Students; Workplace Bullying and Harassment; Workplace Health and Safety.*

Procedures

Definition

'Sexual Harassment' is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment in the workplace can take many forms & may include:

- Staring, leering or unwelcome touching;
- Suggestive comments or jokes;
- Unwanted invitations or requests for sex;
- Intrusive questions about a person's private life or body;
- Insults or taunts based on sex;
- Sexually offensive communications (phone, email, SMS or other social media).

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If interactions are consensual, welcome & reciprocated it is not sexual harassment. Sexual harassment doesn't have to be repeated or continuous to be against the law. Some types of sexual harassment are offences under criminal law. These include:

- Physical molestation or assault;
- Indecent exposure;
- Stalking; and/or Obscene communications (telephone calls, letters, etc.).

Yeronga OSHC has a legal responsibility to prevent sexual harassment in the workplace, therefore the Nominated Supervisor and other members of management have a particular obligation to:

- Model appropriate behaviour;
- Promote this policy;
- Treat all complaints seriously and attend to them promptly;
- Monitor the work environment; and/or Seek expert help for complex or serious matters.

Yeronga OSHC will take disciplinary action against any employee found to have breached this policy, which may include:

- An official warning and note on the employee's file;
- A formal apology;
- Counselling;
- Demotion; and/or Dismissal for serious misconduct.

Complaints of sexual harassment will be dealt with as per the Staff and Volunteer/Student Grievance Policy and will be dealt with as per the Staff Counselling and Disciplinary Procedures Policy.

Policy Developed: 12/2014; Ratified: 6/2016