



Manly OOSH Inc. Policy Document

Contents Page

Section A

1. Policy Statement
2. Philosophy

Section B Administration and Management

1. Hours of operation
2. Service Access
3. Enrolment & Orientation
4. Acceptance and Refusal of Authorisations
5. Fees
6. Delivery and Collection
7. Absent and missing children
8. Maintenance of Records
9. Grievances
10. Governance & Management
11. Privacy and Confidentiality

Section C Staff Policies

1. Staffing Arrangements
2. Leave
3. Staff Orientation
4. Staff Performance Evaluation
5. Training & Development
6. Staff Grievances
7. Staff Disciplinary Action
8. Casual & Junior Staff
9. Staff:Child Ratios

Section D Health and Safety

1. Emergency & Evacuation
2. Hazards
3. Beverages, Food and Nutrition
4. Water Safety
5. Sun Protection
6. Administration of First Aid
7. Incident, Injury, Trauma and Illness
8. Dealing with Infectious Disease
9. Immunisation
10. Dealing with Medical Conditions and Administration of Medication
11. Child Protection
12. Interactions with Children

13. Effective Supervision
14. Staff Induction to Work Health and Safety
15. Sleep and Rest
16. Pandemic Policy

Section E Program & Child Development

1. Programming & Evaluation
2. Inclusion
3. Excursions
4. Sustainability

Section A



Policy Statement

Manly OOSH has developed policies and procedures to promote the health, safety and wellbeing of the children and families that utilize our service, as well as all staff and visitors to the centre.

All policies are updated as required and reviewed every 2 years.

Philosophy

At Manly OOSH we believe it is the right of every child to feel safe and cared for in the OOSH environment. We recognise PLAY as an important element in the development of children. We aim to provide a high quality service in a fun and safe environment where children have the opportunity to learn, explore, develop and be creative while fostering respect, self-esteem and the unique contribution of each individual.

Section B: Administration and Management

Hours of Operation

Policy Statement

We aim to meet the needs of the parents in our local community who work, study or have other commitments, by operating for days and hours that allow them to reasonably get to and from their work or place of study.

Procedures

- The centre will operate during NSW government school terms Monday – Friday, between the hours of:
7.00 – 9.00am, before school, and
3.15 – 6.00pm, after school, or as agreed by the management committee.
- The centre will operate during NSW government school holidays Monday – Friday, between the hours of 7.00am – 6.00pm, or as agreed by the management committee.
- The centre will also operate from 7.00am – 6.00pm on designated NSW government school pupil free staff development days.
- The centre will be closed on designated public holidays and for a 2-week period over Christmas.
- All parents will be notified of days of closure through notices,
- All hours of operation will be documented in our family orientation packs on the child's initial enrolment.
- No children are to be left unattended at the centre outside these hours.
- Please refer to Delivery and Collection of Children policy for further information regarding these procedures.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

11th September 2018

Service Access

Policy Statement

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

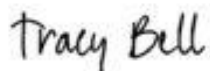
Procedures

- Our centre will be available to children who currently attend primary school (maximum age 13) with priority given to Manly Village Public School children. Children entering kindergarten will be granted access to vacation care as of January 1st in the year that they will be starting school.
- No-one will be unlawfully discriminated against on the basis of his or her race, cultural background, religion, gender, disability, marital status or sexual preference.
- The centre will ensure that access to children with disabilities and families with special needs is catered for wherever possible, within service resources and capabilities. Support, should it be needed, will be sought from the school or local authorities e.g. The Inclusion Support Agency.
- Under agreement with the Commonwealth Government the main priority for a place in the centre will be given to:
 - Priority 1—a child at risk of serious abuse or neglect
 - Priority 2—a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test
 - Priority 3—any other child.
- After Commonwealth Government priorities places will be given to siblings of children with current permanent bookings using the service.
- Other places will be available if not filled by children falling into the above priority categories.
- If required, a waiting list will be developed and updated regularly which identifies priority of access eligibility, date placed on list and required days of care.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

18 August 2016

Enrolment and Orientation

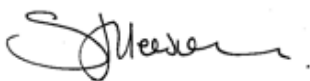
Policy Statement

Manly OOSH Inc. will provide an efficient enrolment procedure that is clear and accessible to all in the school & local community. We will ensure the confidentiality of our families by providing secure recording and storing procedures.

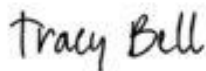
Procedures

- An enrolment form must be completed in full for each child before any child can attend the centre.
- Current families will be part of our Rollover system whereby families will be required to reply to Manly OOSH's email about updating their bookings and any other account/family/child details annually.
- When a parent is having difficulty in completing the form an enrolment interview should be conducted.
- The enrolment form must contain all relevant details relating to personal, medical and parenting orders for each child, parent or guardian and emergency contacts along with any special requirements relating to that child.
- If a child is subject to an access order or agreement, Manly OOSH must have a copy on record plus any subsequent alteration registered by the court.
- Evidence of court orders or agreements will be considered part of the enrolment in order to minimize the likelihood of distressing situations occurring in the future.
- All enrolment forms are to be kept in a locked cabinet and kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and /or State Department Officers.
- Parents will be advised that it is their responsibility to notify staff of any changes to their current details on enrolment and through the parent communication book.
- Depending on availability of care, children may be enrolled at any time throughout the year.
- Parents may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines. See our Service Access policy.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Acceptance & Refusal of Authorisations

Policy Statement

Manly OOSH will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given, this will result in the child not being able to participate in the activity. Authorisation is required in writing from an authorised person on the child's enrolment form.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

Authorisation from families will also be required if:

- A child is leaving the service alone to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
- Children are leaving the service alone to make their own way home.

Children under the age of 10 will not be permitted to leave the service alone under any circumstances.

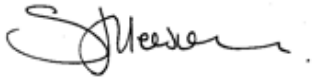
Procedures

The Nominated Supervisor, or the responsible person in charge of the service should:

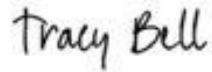
- Ensure documentation relating to authorisation (permission) from families contains the necessary information as outlined by relevant policies
- Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
- Keep these authorisations in the child's enrolment record.
- Not allow children to leave the service to attend any extra-curricular activity until authorisation is obtained.
- Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
- Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.

- Where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma, the service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Fees

Policy Statement

Manly OOSH Inc. aims to provide a quality, affordable service. The Parent Management Committee will review and set fees annually, and at other times as necessary. We are a non-for-profit entity and therefore our fees have been set at the lowest level possible, whilst ensuring that we remain financially viable. We aim to minimize the costs of administration, in particular the collection of child care fees.

Procedures

Fees

- Fees are to be set by the Parent Management Committee, based on the budget and ensuring that the required income will be received to run the service efficiently.
- Families will be given at least 4 week's notice of any changes in the fees.
- The current rates for MOOSH Inc care (before any rebates or reductions are applied) are:

	Permanent bookings	Casual bookings
○ Before School Care	\$15.00	\$17.00
○ After School Care	\$22.00	\$26.50
	Manly Village children	Non Manly Village children
○ Vacation Care	\$67 per day	\$72 per day
○ Pupil Free Days	\$67 per day	\$72 per day

- Permanent booking fees are charged from the first day of the booking to the last day of term, but are not charged for pupil free days or public holidays.
- Permanent bookings for before school care and after school care may be changed with 14 days notice [via the online enrolment account](#).
- [Permanent bookings for before school care and after school care may be terminated with 14 days notice in writing to \[info@manlyOOSH.com.au\]\(mailto:info@manlyOOSH.com.au\) \(at this stage you cannot cancel all permanent bookings via the online account\)](#).
- Casual bookings can be made via the My Family lounge mobile app.
- Casual bookings may be cancelled via the My Family Lounge mobile app with at least 24 hours notice. If at least 24 hours notice is not given, then the family will be charged the child care fee for that care, whether the child attends or not.
- Vacation care bookings can be made via the My Family lounge mobile app.
- Bookings for vacation care may be cancelled via the My Family lounge mobile app with at least 14 days notice. [Families will be charged for changes to or cancellation of vacation care bookings if less than 14 days notice is provided](#).

- Manly OOSH Inc. reserves the right to refuse care to families with outstanding accounts until the account is brought up to date or a payment arrangement has been entered into.
- An administration fee of \$15 per term, per family will be charged to active accounts.
- A late fee of \$25 for every 15 minutes may be charged if children are picked up after 6pm.
- A fee of \$10 may be charged for failure to notify MOOSH by 7:30am of a child's absence of before school care and by 12pm of a child's absence from after school care.

Billing and Statements

- Fees are charged in 2 week billing cycles, in advance. Statements are emailed to the nominated person in the week leading up to the next billing cycle.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness.

- Manly OOSH is committed to keeping fees as low as possible. To assist with this we have an automatic payment system in place. Your nominated bank account or credit card will be automatically debited via Debit Success. Fees will be deducted every second Friday for the following fortnight (i.e. 2 weeks in advance).
- Credit card fees (currently at 2.35%) and Direct Debit bank fees (currently at \$0.88) charged by the banks will be incurred by the families.
- A dated receipt will be incorporated in each statement.
- All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time.

Parent entitlements for Fee Assistance

- Manly OOSH is approved to offer Child Care Subsidy (CCS) to eligible families for Before School Care, After School Care, Pupil Free Days and Vacation Care. This benefit is paid to the centre.
- The instructions in the Handbook provided by the Department of Human Services will be followed.
- Parents and carers should receive all necessary documents and be informed of how to make their application to Centrelink. Families cannot be offered CCS until assessments are completed.

All documentation pertaining to CCS should be kept for the specified time and made available to Department of Education and Training on request.

Overdue Fees

- Parents are encouraged to discuss any difficulties that they may have in paying fees with the Centre Directors, who will facilitate a suitable payment arrangement plan for the

payment of the outstanding fees as well as informing them of other avenues for financial support when required.

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

After 1 week overdue: Send an email reminder regarding overdue fees.

After 2 weeks overdue: Send an email reminding families to discuss any financial problems they may be having with the directors and informing them that their child's place may be cancelled if a suitable payment arrangement cannot be made within the next week to pay the fees.

After 3 weeks overdue: Directors or Accounts Manager to personally phone or approach the parent and make an appointment to discuss the problem and come to a suitable payment arrangement. If necessary the family is to be reminded that their places may be cancelled if no arrangements can be made.

After 4 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept, the child's place will be cancelled and the family will be notified via email of the cancellation and that debt recovery may proceed with costs being charged to the family's account.

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

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

12th September 2018

Delivery and Collection of Children

Policy Statement

The purpose of this policy is to promote awareness of the requirement for children to arrive at Manly OOSH during supervised hours and be collected prior to the Centre closing time. The policy aims to ensure children are safely collected by authorised signatories, and delivered to and collected from the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children.

Procedures

Children will not be permitted to leave the Centre unless:

1. They are given into the care of the parent of the child, an authorised person named on the enrolment form or an authorised person on a “Child Release Form”.
2. A person can not be named as an ‘authorised person’ on the enrolment form or “Child Release Form” unless they are 13 years of age or older.
3. Authorisation has been given for a child aged 10 years or older to leave the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
4. Authorisation has been given for a child aged 10 years or older to leave the service to make their own way home.
5. They are taken on an excursion with prior written consent from an authorised person.
6. They are taken to emergency services.
7. There is an emergency evacuation.

Children who are leaving the service to attend an activity within the school grounds (eg, a sporting or music activity) must be signed out by a centre staff member or an authorised person named on their enrolment form or a ‘Child Release Form’. Children who are returning to the service from an activity within the school grounds must be signed in by an authorised person named on the enrolment form or a ‘Child Release Form’.

When arriving at the service, parents/guardians should:

- Sign children in. This is an essential requirement that supports the centre’s evacuation procedure and is essential for parents to be eligible for CCB
- Inform educators of the child’s arrival
- Hand in a completed Administration of Medication form if the child requires prescribed medicine during the day
- Inform educators of any matters/issues/reminders for/about the children
- Write in Parent Communication Book (if required) information to be relayed to educators

Children are to remain in the care of a parent/guardian until service opening hours and two educators are present.

When collecting children from the service, parents/guardians should:

- Sign their children out. This is an essential requirement for parents to be eligible for CCB
- Collect children’s belongings

- Sign an Administration of Medication Form if your child has been given medication during the day
- Sign any incident/injury/illness reports
- Inform educators of the child's departure
- Discuss any matters arising /feedback about children
- Contact the service if they are unable to collect children prior to service closing

Upon children's departure from the service, Educators should:

- See that Incident/Injury/Illness and Administration of Medication Forms are signed by parents/guardians.
- Greet parents and ensure children are being collected by an authorised contact

Educators are to check that no persons are remaining upon closing of the premises. Children will not be released into the care of any persons other than parents or guardians unless written, dated authorisation is provided. A "Child Release Form" must be completed for any person collecting a child that isn't stated on the child's enrolment form. The authorised person is required to give proof of identification to staff when they collect the child, if they have not met them previously. If the centre has not been notified and an unauthorised person comes to collect the child, an educator will ring the parent to get authorisation.

If there is an emergency and the parent or an authorised person cannot collect the child, the parent must inform Manly OOSH.

No child may be signed out by anyone under the age of 16. If permission has been given for a child to be released to a person under the age of 18, educators are to sign the child out on their behalf.

Late Collection

Penalty - Manly OOSH has a "three strikes policy" whereby parents will incur a penalty of \$25 for every 15 minutes on the third instance of late collection (after 6:00pm) and any subsequent late collection thereafter.

Every effort will be made to contact the parents/authorised contacts if a child has not been collected at centre closing time.

- Two staff members are to remain at the service with the child
- In the event that an emergency contact collects the child, educators are to contact the child's parent and leave a voicemail. If this is not possible, an email is to be sent to the parent
- Notify the centre co-ordinator as soon as possible. Document the incident using an Incident Report Form.

If no contact has been made one hour after closing time:

- The Nominated Supervisor will contact DEC (1800 619 113) and inform them of the incident. At this point the child will be taken to Manly Police Station (9976 8099).

Parenting Orders

Parents are required to notify the service of any court order relating to parenting orders of the child and any changes to this document or circumstances. The office will sight and confidentially store a copy of any court order and ensure educators are aware of the circumstances affecting children in care. Parents will not be refused access where there is no court order.

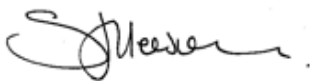
Collection of children when a parent/guardian is seen to be unfit

Unfit condition may include being affected by alcohol or other drugs, mentally or physically unfit, threatening or in fear of violence.

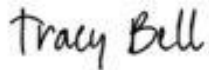
1. Consult with centre directors or certified supervisor and make a judgment about the condition of the parent/guardian and whether the child will be safe in their care.
2. If the directors/responsible person has deemed the parent unfit for collection and no threat or fear of violence is present:
 - one educator will try to engage the impaired parent in conversation
 - Approach the parent's condition with tact and responsibility. It is recommended that they use words like "prefer" and "it is probably best", and that they word the discussion in terms of the child's well-being.
 - Explain to the parent that an authorized contact will be contacted to collect the child
 - The duty of care to the child will be upheld during this time
3. Where there is a threat or fear of violence Educators and children will follow the Emergency Lockdown Procedure
4. If the child is taken from the centre by the unfit parent:
 - Responsible Person will call the local police station to advise of the situation.
 - Police will be given the name and address of the child, the unfit parent and authorised contacts
 - Full details of the situation, action taken and outcome must be recorded on an incident form and signed by staff.
 - The Nominated Supervisor will contact DEC on 1800 619 113 to advise them of the situation.

The service has now fully discharged legal responsibility for the child, and Community Services and the police are now responsible for the care and protection of the child.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

8 August 2016

Absent & Missing Children

Policy Statement

We aim to ensure the safety and welfare of the children in relation to attendance by ensuring clear communication and cooperation between the centre, parents and the school.

Procedures

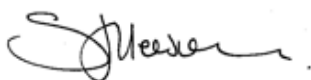
Absent Children

- Parents are to advise the centre by 12pm if their child will be absent on a day they are booked into care.
- Parents must inform a staff member either in person or in writing and the information recorded by the staff member.
- Should a child not sign in at After School Care when they have a booking, the staff will:
 - Check all Manly OOSH areas of play.
 - Ask the children of their knowledge of where the child might be.
 - Approach the school office or class teacher and ask for information regarding the child's attendance or whereabouts.
 - Ensure all other children are well supervised during this time.
 - If the child was absent, the parents will be contacted by 3:45pm, reminded of policy requirements.

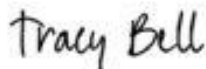
Missing Children

- If the child attended school and is expected to attend the centre, then the staff member will:
 - Ask the teacher if they are aware of the parent or anyone else collecting the child and assist in the search of the school.
 - Ensure all other children are well supervised at this time.
 - Try to make contact with the parent or authorized person as soon as possible or by 3:45pm to inform them and find out any further information.
 - Arrange for appropriate staffing levels and send a staff member to assist in looking around the school area.
 - Parents or authorised persons are to be kept informed.
 - If the child cannot be located the police will be contacted.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Maintenance of Records

Policy Statement

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

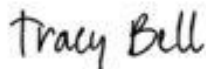
Procedure

- Staff and management will ensure that all required records including child, staff, attendance, and financial are recorded, properly maintained, updated and kept in the nominated secure place.
- All records are kept confidential and only made available to authorised persons.
- No member of staff may give information on matters relating to the children to anyone, other than the parents or guardian enrolling the child when this information has been obtained in the course of enrolment at the centre.
- Exceptions are made:
 - For normal information exchange among staff and management for the daily operation of the centre and well-being of staff and children.
 - When required to do so in a court of law when subpoenaed.
 - When the welfare of the child is at risk of harm and the appropriate government agencies are contacted.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Grievances

Policy Statement

The purpose of this policy is to offer stakeholders and members of the public the right to voice any grievances. Concerns are to be dealt with sensitively, confidentially and quickly to ensure acceptable outcomes for all participants.

- Complainants, children and other people who are involved or who provide information are to be protected from any repercussions, reprisals or victimisation which may occur as a result of lodging a grievance
- Relevant parties will be provided with easily understood information regarding the steps and procedures involved in lodging a grievance and support will be provided
- Grievances are to be dealt with efficiently.
- Complainants are given regular feedback about how their grievance is progressing.
- Help should be given to identify and clarify the issues underlying the complainant's concerns
- Advocacy should be encouraged and welcomed to assist in the process if/when requested by participants
- Grievances should be viewed as ways to improve the quality of the service and will be documented, recorded, monitored and reported to management

Confidentiality Clause

Staff involved in handling grievances must treat information as confidential. This means that the identity of the person lodging a grievance and any private information should only be shared with relevant parties.

Procedures

Grievances should be heard attentively, and ways in which an amicable solution may be reached should be discussed.

1. Arrangements may be made to meet with the parties involved to facilitate and encourage issues to be openly aired and discussed by each party including advocates (if requested). Resolutions are to be discussed, and documented, implemented and signed when agreed upon by all parties involved.
2. If further action is required, a grievance form is to be made available and the complainant should be advised as to whom the grievance should be addressed to:
 - Grievances relating to an Educator, the Parent Management Committee, other families or the public should be directed to the Centre Directors or the President of the Parent Management Committee, as appropriate.
 - Grievances relating to the Centre Directors should be directed to the President of the Parent Management Committee

Where agreed by the parties, an independent person will be given the necessary information and any written documentation relating to the grievance. They will act as a facilitator to develop an action plan or strategy, aimed at working towards a resolution.

3. If the grievance is unresolved at this stage, external review may be required involving the following organisations:

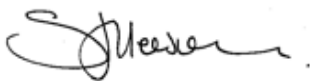
- The Department of Education and Communities (DEC)
- Community Justice Commission
- An independent mediation service
- Police Department
- NSW Ombudsman
- Independent Commission against Corruption
- Office of the Children's Guardian

For grievances of a serious nature

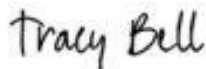
Serious grievances or allegations of a criminal nature such as assault, serious misconduct, fraud, corrupt behaviour and child abuse will be reported to the Parent Management Committee and to the relevant bodies relating to the type of offence as follows.

- Grievances or allegations against a staff member involving theft, fraud, serious misconduct, assault, corrupt behaviour etc. or any criminal activity other than those defined by the *Child Protection Act 1998* and the *Children Legislation Amendment Act (Wood Inquiry Recommendations) Act 2009* must be reported to the Parent Management Committee
- Grievances or allegations against a staff member involving child abuse as defined by the *Child Protection Act 1998* and the *Children Legislation Amendment Act (Wood Inquiry Recommendations) Act 2009* must be reported to the Department of Education and Communities and the NSW Ombudsman and to the Parent Management Committee.
- Grievances or allegations against children, parents or other adults in contact with Children's Services that involve child abuse as defined by the *Child Protection Act 1998* and the *Children Legislation Amendment Act (Wood Inquiry Recommendations) Act 2009* must be reported to the Department of Education and Communities and to the Parent Management Committee.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Governance & Management

Policy Statement

Manly OOSH aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management. There will be appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be an ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the constitution that deals with the key legal requirements for running the organisation. A copy of the constitution will be provided to all Parent Management Committee members, and made available to all MOOSH members.

For the purpose of Regulations, the Parent Management Committee is the Approved Provider. The Management Committee as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy. The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 are available for inspection at the service at all times (as per Regulation 171).

RESPONSIBILITIES:

The responsibilities of the **Approved Provider** that cannot be delegated to any other person or body include:

- Organisational governance – approving policies, plans and budgets to achieve those objectives
- Regulatory monitoring – ensuring that the service complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service’s budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government;
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers

The **Nominated Supervisor** is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies laid down by the Approved Provider, including:

- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives;
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff;
- Having input into the budget and managing day-to-day operations within the budget;
- Maintaining an effective risk management framework;

- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation's performance

Procedures

(a) Philosophy and policies

- The development and review of the Philosophy and policies will be an ongoing process.
- The Philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care "My Time, Our Place". There will be a collaborative and consultative process to support the development of the philosophy that will include children, families and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Management Committee as Approved Provider will ratify the Philosophy and the policies. The Approved Provider can only alter policies and the changes minuted as a record.
- Documents should be dated and include nominated review dates.
- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

(b) Financial management

- The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.
- In line with this responsibility the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.
- Financial reporting including an income and expenditure statement and balance sheet will be presented to the Management Committee on a regular basis and the opportunity provided to ask questions or seek further advice from any Management Committee member.

(c) Facilities and environment

- The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.
- In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

(d) Equipment and maintenance

- Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

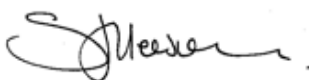
(e) Evaluation of the service

- The development of a Quality Improvement Plan (QIP) by key Manly OOSH staff will form part of the evaluation process. The management committee will be required to sight the ongoing QIP document.
- (f) Confidentiality**
- All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.
- (g) Maintenance of records**
- Regulation 177 outlines requirements and includes references to records that services must keep. Regulations 183–184 detail storage of records.

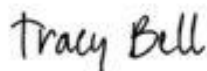
The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality. The Approved Provider assists in determining the process, storage place and time line for storage of records.

- The service's orientation and induction processes will include the provision of relevant information to educators, children and families.
 - Clear guidelines on who will have access to which particular records will be given to committee members, educators and families. These will be available at all times at the service.
 - The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
 - Australian Tax Office (ATO)
 - Family Assistance Office (FAO)
 - Department for Education, Employment and Workplace Relations (DEEWR)
 - In the event of ceasing to operate, the service Management Committee will identify where the records will be kept and seek professional advice on the winding up of the service
 - A list of nominated contacts for Child Care Management System, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.
- (h) Work, Health and Safety**
- Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
 - The nominated supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise.
 - Committee members will be provided with information to assist them in meeting their obligations under the legislation

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Privacy and Confidentiality

Policy Statement

Manly OOSH will take reasonable steps to protect the privacy of individuals associated with the service by ensuring that all records and personal information about individual children, families, educators, employees and management are collected, stored and used appropriately, and are not disclosed except in accordance with this policy.

Manly OOSH will treat confidential information carefully. Employees, managers and members of the management committee will not share or disclose confidential information except as required in the proper performance of their functions, or as required by law.

The information we collect

When you apply for and use our services we collect personal information about you and your family that you specifically and voluntarily provide. We collect this information from you so that we can provide services to you and your family, and manage your account. When you provide personal information about another person (for example a family member) you warrant that you have permission or authority to disclose that person's personal information to us.

How we use personal information

We will use personal information:

- (a) to assess your application for the services;
- (b) to provide and administer the services; and
- (c) for planning, strategic, financial and other business purposes in relation to our services.

If you do not provide the personal information requested by us, we will not be able to provide the services.

When we disclose personal information

We may disclose personal information:

- (a) to suppliers and authorised providers for the purpose of enabling us to provide the services;
- (b) to government agencies or individuals appointed by a government in relation to before and after school care;
- (c) to the extent necessary for medical treatment of a child; and
- (c) where you have otherwise consented to the disclosure.

You acknowledge that in certain circumstances we may be permitted or required by law to use or disclose personal information about you and your family.

Lists of children's or families' names, emails and phone numbers constitute personal information, are not for public viewing and will not be issued to any other person or organisation without written consent.

Security of personal information

We use all reasonable precautions to protect personal information from loss, misuse, unauthorised access, modification or disclosure. (See the Maintenance of Records Policy.)

Control over and access to personal information

We will, on request, provide you with access to the personal information we hold about you or your child, unless there is a legal or other valid reason not to do so. We may recover from you our reasonable costs of supplying you with access to this personal information and your request to provide access to this personal information will be dealt with in a reasonable time. If we refuse to provide you with access to the personal information, we will provide you with reasons for the refusal. If you want to find out what information we have about you, please contact the Director (Nominated Supervisor) of Manly OOSH. We will ask you for proof of your identity before providing access.

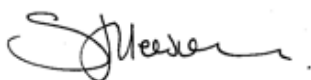
You are solely responsible for keeping the personal information we hold for you and your family complete and up to date. If you think that any personal information we hold about you is not accurate, complete and up-to-date, you must ask us to correct that information and we will do so unless there are valid reasons for not complying with such a request.

Confidential information

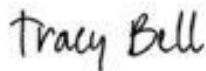
Senior employees and all members of the Manly OOSH parent management committee are required to sign a confidentiality undertaking, requiring them to keep confidential (among other things) all information relating to past, current and prospective clients of the service, except as required in the proper performance of their functions, or as required by law.

Personal conversations with parents/guardians about their children, or other matters that may impact on a child's enrolment (such as fees), will be treated as confidential and will take place in an area that affords them privacy.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

4 January 2017

Section C: Staff Policies

Staffing Arrangements

Policy Statement

Manly OOSH believes that employing and keeping high quality educators is imperative and aims to ensure that they are fit and proper for employment in children's services.

A flexible, harmonious working environment is maintained, which ensures the rights of employees are met with educators employed under the appropriate awards and conditions. An orientation process will be conducted for employees to ensure they are aware of the values and practices of the service. Educators will receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities.

Grievances will be addressed quickly and effectively with the highest standards of confidentiality practiced. Educators, volunteers, students and visitors will be informed of their expectations and requirements related to safety and the proper care of children.

Procedures

The Nominated Supervisor is in charge of day to day running of the service and responsible for the operations of the service. In the event that the Nominated Supervisor is absent, an appointed educator with current First Aid and Child protection certificate will then act as the "responsible person" on site. This is indicated via the staff sign in/out sheet and on staff photo profiles for each day (displayed inside main room).

When on duty, all educators are to:

- sign in/out
- wear name tags
- be aware of educator: child ratios
- follow Manly OOSH Code of Professional Standards
- follow the policies/procedures of the service
- be aware of who the responsible person is throughout the day

CODE OF PROFESSIONAL STANDARDS

As OOSH Educators we believe in...

-Fostering secure, respectful and reciprocal relationships by:

- Creating a welcoming environment in our service.
- Nurturing children's optimism, happiness and sense of fun.
- Respecting the wide diversity in the family structures of children who attend the service and being inclusive of all family types.
- Recognising the role of families as the first and most influential educators of children.
- Respecting children and their families and the right of privacy and confidentiality.
- Maintaining a professional attitude and relationship with children and their families.
- Considering situations from each child and family's perspective.
- Respecting the decisions of the families in respect of their child.
- Providing correct information in a professional, supportive and friendly manner.
- Being honest and supportive in our communication with others.

- Collaborating with children and families about service decisions to ensure experiences are meaningful.
- Promoting the service as an important resource for the local community.
- Encouraging positive communications and liaison with other groups within the community.

-The power of partnerships by:

- Seeking the active cooperation and participation of the children and families in the service decision making.
- Recognising the benefits of the service being involved in community activities.
- Providing children with opportunities to engage with their local community.
- Valuing each other's knowledge and contributions.
- Developing positive, effective and cooperative relationships between team members and other stakeholders.
- Acknowledging and supporting the personal and professional strengths that each educator and child brings to the service.
- Promoting cooperation and positive liaison with other organisations and within our own service team.
- Maintaining strong links with our local school community, education and advocacy.
- Involving local people in the program where possible.

-Maintaining high expectations and a commitment to equity by:

- Recognising and responding to barriers to children achieving a positive self-identity.
- Challenging practices that contribute to inequities
- Continually striving to find equitable and effective ways to ensure all children have opportunities to experience a sense of personal worth and achieve outcomes.
- Supporting the development and implementation of law, regulation and policies that promote the wellbeing of school age children and their families.
- Acting in the community in ways that enhance the standing of the school age care profession.
- Advocating for school age children and Outside School Hours Care.

-Respecting diversity by:

- Respecting the diversity of families, educators and communities.
- Upholding the rights of children and families to have their cultures, identities, abilities and strengths acknowledged and valued.
- Making program decisions that respond to the complexity of children and families' lives.
- Maintaining a service which reflects and respects the diversity of the community.
- Recognising the worth of the cultural and linguistic diversity of educators and families.
- Ensuring that the service programs reflect and respect community needs.

-Ongoing learning and reflective practice by:

- Working collaboratively with colleagues, families and stakeholders in an ongoing cycle through which current practices are examined, outcomes reviewed and new ideas generated.
- Seeking ways to build on our own professional knowledge through engaging in professional development and reading.
- Examining what happens in our service and reflecting on what can be improved based on evaluation and feedback from families and stakeholders.

- Reflecting and integrating the service philosophy into daily practice and relationships.
- Reflecting critically on and accepting responsibility for implementation of service policies and procedures.
- Maintaining knowledge of current regulations and implications for practice on service provision.

Volunteers & Students

- Volunteers & Students must be partnered with at least one employed educator and are not included in educator:child ratios
- Volunteers & Students must complete the Working With Children Check Volunteer Declaration if over 18 years of age.

Determining the Responsible Person Present

- The service's Nominated Supervisor will be responsible for the service regardless of their attendance at the service.
- In the absence of the Nominated Supervisor, a Responsible Person will be selected to be in charge of the daily operation of the service. This person will not adopt the Nominated Supervisor's responsibilities during this time. The service will display the details of the Nominated Supervisor and Responsible Person while the service is operating.
- A Responsible Person must meet the requirements of the Education and Care Services National Regulations.
- The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the service's programming practices.
- there will be at least one educator who holds a current approved first aid, anaphylaxis and asthma management qualification on the premises.
- The roster will indicate who the Nominated Supervisor is and who the Responsible Persons are.

Endorsed by:

Caren Vettese
President

Suzie Mason
Vice-President

24th June 2020

Leave

Policy Statement

The purpose of this policy is to outline the various leave entitlements available to permanent Manly OOSH employees.

Procedures

Annual Leave

Employees are entitled to accrue up to 4 weeks paid annual leave per annum based on a pro-rata basis according to the hours of paid service completed (excluding paid overtime).

Personal Leave

Permanent employees are entitled to take paid Personal Leave if the employee is absent from work as a result of his/her own sickness or injury ("sick leave"), or the employee is required to care for a member of the employee's household or immediate family ("carer's leave").

Employees are entitled to accrue up to 12 days paid Personal Leave per year calculated upon hours of normal paid work completed (excluding overtime).

Additional Carers Leave

In addition to the above mentioned Personal Leave entitlement, permanent employees are further entitled to a period of up to 2 days unpaid carer's leave for each occasion when a member of their immediate household/family, requires care or support during such a period because of:

- A personal illness, or injury, of the member; or
- An unexpected emergency affecting the member.

A member of the employee's household/immediate family is defined as one/more of the following parties:

- A child, including adopted, step, ex-nuptial and adult children;
- A spouse, including a de-facto, same sex or former spouse;
- Immediate family, including a parent, grandparent or sibling of either the employee or the employee's spouse.

Employees are entitled to take the unpaid carer's leave only once their paid personal/carers leave is exhausted.

Employees who access additional carers leave must provide Manly OOSH with documentation supporting their absence (such as a carer's certificate/statutory declaration) on all occasions unless otherwise advised by the Directors.

Compassionate Leave

Compassionate Leave will be made available to permanent staff on occasions where a member of the employee's immediate family suffers or sustains a personal illness that poses a serious threat to his/her life or in the event that an immediate family member passes away.

When an employee requires access to Compassionate Leave, appropriate supporting documentation is required to be provided to the Directors upon their first day back at work. Acceptable supporting documentation includes:

- Death certificate;
- Funeral notice;
- Death notice; or

- Medical certificate.

Maternity Leave

An eligible employee is entitled to take ordinary maternity leave as a single continuous period of unpaid leave, for up to 52 weeks, to act as the primary caregiver to the child. An employee may start a continuous period of maternity leave at any time within 6 weeks of the expected date of the birth. Maternity leave must include a period of 6 weeks after the birth of the child.

Eligibility for Maternity Leave is subject to the employee meeting the following conditions:

- As soon as possible and not less than ten 10 weeks prior to the expected date of birth, the employee must provide a medical certificate to Manly OOSH. This certificate is to confirm the pregnancy and the expected date of birth; and
- As soon as possible and not less than 10 weeks prior to the intended commencement of leave, the employee must apply for maternity leave in writing stating the first and last day of leave.

Paternity Leave

When an eligible employee's spouse gives birth, the employee is entitled to take paternity leave for 1 week following the birth of the child (short paternity leave) and/or up to 52 weeks unpaid leave to be the child's primary caregiver (long paternity leave).

Variation to a period of Parental Leave

Extending Parental Leave

Employees may request an additional period of unpaid parental leave of up to 12 months (Extended Parental Leave) after they have already taken their full entitlement to 12 months parental leave. Any proposed extension must be continuous with the employee's initial unpaid parental leave.

Employees wishing to take extended parental leave must provide Manly OOSH at least 4 weeks' notice in writing before the end of the employee's initial period of leave requesting an extension.

Shortening Parental Leave

Employees may shorten the period of Parental Leave by providing a written request to Manly OOSH giving 4 weeks' notice of the intended return to work date.

General Requirements

Subject to the operational requirements at Manly OOSH and the return to work arrangements requested, Manly OOSH employees will be entitled to return to a position that has the same terms and conditions of employment as their former position.

Manly OOSH will respond to written requests in writing within 21 days. It is noted that all requests will be considered in line with the operational requirements of Manly OOSH.

Manly OOSH will confirm in writing return to work arrangements with employees prior to their recommencement with the organisation.

Parental Leave and Service

A period of Parental Leave does not break the continuity of service of the employee with Manly OOSH. However, a period of Parental Leave does not count as service. Therefore, an employee will not be eligible to accrue leave entitlements during the period of leave or continue to accrue length of service (for Long Service Leave purposes) with Manly OOSH at this time.

Leave Without Pay

In special or unforeseen circumstances where an employee does not have any paid leave entitlements available, they may apply to the Parent Management Committee to receive a period of Leave Without Pay. This request will be considered in accordance with the operational and

organisational requirements of Manly OOSH and approvals will be made at the absolute discretion of the Parent Management Committee.

In instances where the period of approved Leave Without Pay exceeds 1 month, this period will be treated as a break of service, and as such will not count towards any leave such as Long Service Leave accrual.

To apply for Leave Without Pay, the employee must submit the request in writing to the Parent Management Committee no later than 4 weeks prior to the commencement of the Leave Without Pay (where practicable). This request will then be considered, and a decision will be given to the employee in writing.

Community Service Leave

Manly OOSH employees have access to Community Service Leave as is prescribed in the Fair Work Act 2009.

Employees who participate in eligible community service activities are entitled to be absent from work for a period that consists of one or more of the following:

- Time when the employee engages in the activity;
- Reasonable travelling time associated with the activity; and
- Reasonable rest time immediately following the activity.

Employees are not entitled to payment for Community Service Leave (other than the first 10 days of jury service).

Jury Service

In instances employees are absent due to a jury service summons for a period (or a number of periods), of more than 10 days in total, the employee will only be entitled to payment for the first 10 days of their absence, with any subsequent days treated as leave without pay.

Payment the first 10 days of jury service will be made at the employee's base rate of pay for their ordinary hours of work. This payment will be provided once the employee supplies Manly OOSH with documentary evidence that confirms the jury service has been undertaken.

Emergency Volunteer Service

Employees wishing to access Community Service Leave to undertake emergency volunteer management activities (with a recognised emergency management body) must provide Manly OOSH notice as soon as reasonably practicable (which may be a time after the absence has started) and advise Manly OOSH of the period or expected period of their absence.

A recognised emergency management body is understood to be;

- A body that has a role or function under a plan prepared by Commonwealth, State or territory government to cope with emergencies and/or disasters;
- A firefighting, civil defence or rescue body;
- A body that has a substantial purpose of responding to an emergency or natural disaster (for example, securing the safety of persons or animals or protecting property); or
- Anybody prescribed by regulations.

Leave requests are subject to approval and based upon availability at the time.

You must complete the Leave Request, and have it authorised by the Director before you make any firm holiday arrangements.



You must give at least four weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days.

Annual leave dates will normally be allocated on a "first come, first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year. The Employer may experience busy periods during the year and therefore may not be able to accommodate any requests for annual leave during these periods.

Due to the nature of the business, the Employer can only accommodate a limited number of employees taking annual leave at the same time.

However, due to high operational demands, annual leave will not generally be approved for the School holiday period.

Endorsed by:

Caren Vettese
President

Suzie Mason
Vice-President

24th June 2020

Staff Orientation

Policy Statement

Staff orientation is an important process to ensure staff are equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for employees in the centre. Our aim is to provide them with an understanding about the centre and its operations, and our expectations within the centre.

Procedures

- The Director or appointed person will conduct the orientation process as soon as possible.
- The orientation process will include:
 - Introductions to existing staff and management
 - Guided tour of the service
 - Being shown where relevant records are kept
 - Discussion about working arrangements and expectations, including professional code of conduct/ethics and duty of care
 - Information about the appraisal system
- The new staff member will be provided with the following information:
 - Location of centre policy document
 - Staff handbook
 - Job description
 - Emergency procedures
 - Taxation and superannuation forms
 - Letter of Employment
- The new staff member will be required to complete the following:
 - Tax and superannuation forms
 - A staff personal information form (see attached)
 - A work health and safety training form (See Induction to Work Health and Safety Policy)
 - A staff orientation completion form
 - Attain and provide a current Working With Children Check identification number.

Endorsed by:

Caren Vettese
President

Suzie Mason
Vice-President

24th June 2020

Staff Performance Evaluation

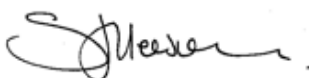
Policy Statement

We aim to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. A staff performance evaluation will be conducted and an individual development plan made to provide avenues for discussion and improvement.

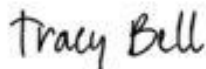
Procedures

- All staff will be informed of the performance evaluation on acceptance of the position, and given details in the orientation process.
- An initial review will be undertaken after a period of twelve weeks for a permanent position.
- Permanent staff performance evaluations will then be conducted on an annual basis with the Director or Assistant Director.
- Staff and management will agree with the format of the performance evaluation, which may be updated after review, discussion and endorsement by the management and staff.
- All staff will be given at least one week's notification of an upcoming evaluation and a convenient time arranged for both parties.
- The performance evaluation shall clearly state the expectations of each position and identify clear measures.
- The performance evaluation can be used to identify future training needs of the staff.
- At the completion of the evaluation, an action plan will be developed identifying areas of training for staff training plans, and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties.
- Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:
 - An action plan developed to identify areas for improvement, including a time frame for further review.
 - Training areas identified and put into place as soon as possible.
 - Support and guidance given to the staff to help them through the process and assist them in achieving the required standards.
 - A record made of the above, dated and signed by both parties.
 - Should no improvement be made by the next review, then further action will be taken.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Training & Development

Policy Statement

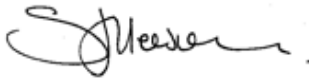
We believe that the quality of the service is developed through continual training and development of the staff. We are committed to providing staff with encouragement and support to further their skills in the out of school hours care field.

Procedures

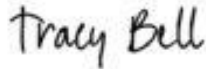
- Management will ensure there are sufficient funds made available in the budget for all training and development.
- The Director will inform the committee of any specific training and development needs of the staff.
- All staff will be given the opportunity to upgrade their qualifications in line with the Education and Care Services National Law and Regulation and the National Quality Standards.
- The centre will cover the costs of all authorised training fees and hours spent on training authorised by the committee.
- The Nominated Supervisor and Approved Provider will ensure that all employees have reasonable and equitable access to training and development including but not limited to:
 - External training including courses and seminars provided by registered and relevant training organizations such as Lady Gowrie, ECA, Children’s Services Central, Network etc.
 - In-centre training, either by senior staff or organised external facilitators.
 - Informal on-the-job training including observation and discussion/mentoring
 - Traineeships/apprenticeships
 - Tertiary study
- Staff training and development will be provided to all staff in order to:
 - Enhance staff performance in achieving the centre goals.
 - Increase efficiency and productivity.
 - Ensure staff:
 - (i) Have the required abilities to care for children, and
 - (ii) Understand their responsibilities under the child protection legislation, and
 - (iii) Are fit and proper persons to care for children
 - Enhance job satisfaction, personal accomplishment and individual potential.
 - Develop and maintain customer focus.
 - Increase the ability to work as part of a team and to resolve conflict.
 - Ensure technical skills are in line with current industry standards.
 - Ensure that legislative requirements are met.
 - Ensure the staff have a range of behaviour management techniques.
 - Encourage demonstration of behaviours aligned with the centre’s philosophy.
 - Increase the flexibility and adaptability amongst the staff.
 - Improve career prospects and opportunities for the staff.
 - Improve confidence and morale amongst the staff.

- Ensure the staff have the ability to handle any special needs of the children.
- Ensure that staff have:
 - (i) an understanding that the environment of a children's service must be safe for children, and
 - (ii) a basic knowledge of the stages of physical, emotional, cognitive, social and cultural development of children, and
 - (iii) a basic knowledge of activities and learning experiences that are appropriate for the various ages and stages of development of children, and
 - (iv) a basic knowledge of the health, hygiene and nutrition needs of children.
- Each employee will have individual training plans developed on the basis of annual performance and development reviews, job specific skills and knowledge required for the individual to complete their job description and any issues that require improvement or enhancement. Career path preferences will also be considered.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Staff Grievances

Policy Statement

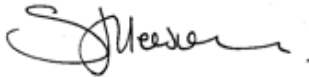
We aim to provide a positive working environment for the staff and parent management committee. Problems, grievances and concerns will be addressed as quickly and effectively as possible. The highest standards of confidentiality will be practiced at all times.

Procedure

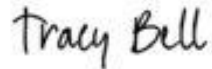
- All staff and the management committee will be aware of the staff grievance procedures upon starting.
- All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.
- Persons involved in a grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.
- Staff meetings and committee meetings provide the opportunity to deal with general issues or concerns about the centre. These meetings should be conducted regularly and communication between the staff and committee should be maintained for effective management.
- Where the resolution of a grievance has not been satisfactorily achieved through an informal process, then a more formal approach should be taken
- The investigation will involve:
 - Interviews with both parties and/or witnesses.
 - Assessment of relevant documentation e.g.: job descriptions, policies etc.
 - Preparation of a clear description of the issue.
 - Arranging a formal meeting between parties (if agreed to).
- A meeting will be conducted by a neutral third party. This person will manage the conduct of the meeting, be impartial and have no input into the content of the meeting, and will prepare a written record of the outcomes of the meeting.
- The meeting will:
 - Identify the issue(s) of concern and persons who are involved.
 - Arrange all parties to be involved and to put forward their views.
 - Identify alternative solutions.
 - Attempt to reach a mutually satisfactory resolution of the issue(s).
- A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept on file.

- If one party remains dissatisfied with the meetings outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.
- Other suitable avenues may include Department of Education and Communities (DECs), Industrial Relations, Network of Community Services and the Australian Children's Education and Care Quality Authority (ACECQA).

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Staff Disciplinary Action

Policy Statement

We aim to provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintain a quality standard of work. Should staff fall below clearly identified standards then we will address this in a timely and considerate manner.

Procedures

- It is important that staff are fully aware of their expectations as an employee of the centre and that clear guidelines are given regarding staff duties, code of ethics, conduct and professionalism.
- Management will ensure that all staff are given clear job descriptions and orientation into the position with the opportunity to clarify any issues.
- Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job descriptions.
- Staff have the right to appeal against any allegation and a right to speak on their behalf. They also have a right to bring a support person or adviser to any meeting concerning their work performance or conduct.
- The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved, however, staff should be aware of the whole process.

First or verbal warning

- The staff member must be informed by the Director of:
 - The concerns and the specific problems relating to the employee's behaviour.
 - Adjustments the employee is to make.
 - The proposed method of evaluation.
- The employee is given seven days to respond to the concerns expressed (or such other period as reasonably approved by the Coordinator) and a formal review period of two weeks will be set with re-evaluation to take place at the end of this period.
- If this resolves the issue then there is no need to go any further.

Second or written warning

- If no acceptable change has been observed at the end of the formal review period, the Committee or Director will write to the employee setting out:
 - The Director or Committee's concerns and the specific problems relating to the employee's conduct or performance.
 - Adjustments the Director or Committee wish the employee to make.
 - The proposed method of evaluation.

- The employee is to be given a further seven days formal review period, with further re-evaluation to take place at the end of this period.
- If this resolves the issue then there is no need to go any further.

Termination of Employment

- If the problem still continues after 2 warnings:
 - The President of the Parent Management Committee will write to the staff member setting out the alleged conduct or performance issues, and inviting the staff member to respond to the allegations in writing and in person, within a set time period.
 - A meeting will be called and the staff member given notice to attend and respond. The meeting is to be attended by the Director, President and one other member of the Parent Management Committee and the employee. The employee will be entitled to bring a support person or adviser.
 - If, after considering the staff member's response, the Parent Management Committee considers that the staff member's performance is unlikely to improve, or that the conduct warrants termination of employment, then the staff member will be dismissed.
 - A written notice will be given indicating date of dismissal (2 weeks from notice) and reasons for dismissal.
- The staff member may be paid out in lieu of such notice.
- It is the Parent Management Committee's responsibility to minute all action taken.
- The Parent Management Committee may seek and rely on the expert advice and assistance of a professional investigator, mediator or other professional when considering termination of employment.
- Only the Parent Management Committee can dismiss staff, in accordance with this procedure.
- All relevant records will be recorded in a confidential file.

Procedures for dealing with serious unacceptable behaviour (Instant Dismissal)

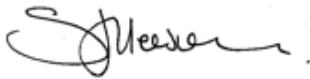
- Where a staff member in the workplace:
 1. Endangers lives
 2. Is found stealing
 3. Reports to work under the influence of alcohol or drugs
 4. Inflicts or threatens physical or sexual abuse or harassment
- The Director, President or Deputy President of the Parent Management Committee will suspend the employee without loss of pay pending an investigation.
- The investigation is to be completed within 7 days and an interview date and time to be determined.
- The interview is to be attended by President and one other member of the Parent Management Committee and the employee. The employee will be entitled to bring a support person or adviser.
- When immediate termination is required a dismissal notice will prepared and given at the interview.
- The Parent Management Committee may seek and rely on the expert advice and assistance of a professional investigator, mediator or other professional when considering termination of employment.

- Only the Parent Management Committee can dismiss staff, in accordance with this procedure.
- All relevant records will be recorded in a confidential file.

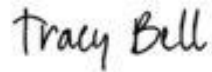
Probationary period dismissal

- In the event that a staff member's employment is terminated during the twelve-week probationary period, and notwithstanding the above, the procedures laid down in the Children's Services Award 2010 or other relevant award will be followed.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Casual & Junior Staff

Policy Statement

We aim to continue the quality of care in the centre by the employment of fit and proper persons for casual staff. A handbook, outlining their duties and expectations will be given to casual and junior staff employed.

Procedures

- The centre will employ staff on a casual basis to adhere to staff: child ratios.
- The centre will employ junior staff to encourage long-term, quality staff and assist with the program and staff duties.
- Junior staff will not be left as the sole carer of any children.
- All staff 18 years of age and over must have applied for the paid Working With Children Check prior to starting work at the service.
- The junior and casual staff will be provided with a staff handbook.
- The Director will provide an induction to the centre to ensure they are familiar with the centre, our expectations and their duties.
- Casual and junior staff must adhere to all areas of confidentiality.
- All casual and junior staff are to be paid the appropriate wage and minimum hours for casual staff as outlined in the Children's Services Award or other relevant award.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

17th September 2019

Staff:Child Ratios

Policy Statement

We believe that the staff:child ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

Procedures

- The staff:child ratios as outlined in the National Standards will be met at all times;
- There will be a maximum of 1 staff member to 15 children in-centre.
- Excursion ratios will be determined by the risk assessment requirements that are completed prior to leaving the premises.
- Excursion ratios will not exceed a maximum of 1 staff member to 15 children.
- There will be a minimum of 2 staff members present at all times.
- When staff are sick or unable to attend work, appropriate relief staff will be employed to meet the standards.
- For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre.
- Volunteers may be counted in the staff ratios when on excursions and a higher staffing ratio is required.
- Junior staff members aged 17 years are included in the staff ratio but must not be left as the sole carer of any child.
- Junior staff members aged 16 years or under will not be counted as part of the staff ratios at any time.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

25th June 2018

Section D: Health and Safety

Emergency and Evacuation

Policy Statement

The purpose of this policy is to outline the procedure for staff, children and visitors to follow in emergency situations including emergency evacuations and harassment or threats of violence. A risk assessment will be undertaken annually to identify possible emergencies that may lead to an evacuation of the centre.

Procedures

Emergency Evacuation

Emergency evacuation floor plans must be clearly displayed near each exit of the centre. All staff, including relief staff, must be informed of the procedure and their specific duties. Children and staff must practice emergency procedures once every 3 months, and document the evacuation on the Emergency Evacuation form. Under no circumstances is a child or staff member to go into the building to collect personal possessions during an emergency. Fire extinguishers are installed and maintained in accordance with MVPS's scheduled maintenance. Staff should only attempt to extinguish fires if there is no threat to their personal safety and they feel confident to operate the extinguisher, and all children are evacuated.

Emergency Evacuation Procedure

- Evacuation route maps and emergency phone numbers will be placed in each service area. The following information is marked on evacuation maps:
 - Emergency exits;
 - Primary and secondary evacuation routes;
 - Location of fire extinguishers;
 - Emergency assembly point.
- Emergency phone numbers will be kept in the office.
- An emergency horn will be kept in every room being used by the service.
- Any staff who identifies a danger must sound the emergency horn.
- At the sounding of the emergency horn, the staff member must communicate to the Responsible Person the details of the danger identified.
- The Responsible Person must arrange for the emergency services to be contacted.
- The Responsible Person must arrange for the first aid kits, children's roll/s, MOOSH mobile devices and emergency contact list folder to be collected.
- All staff and children will evacuate to the emergency assembly point on the green court.
- Staff must escort all children to the emergency assembly point, ensuring the safety of all persons on site.
- Once at the assembly point, the Responsible Person must arrange a roll call and head count immediately, to determine if anyone is missing.
- The Responsible Person must notify emergency services of any missing persons.
- Only First Aid trained staff are responsible for administering first aid, as required.
- No one should re-enter building until it has been deemed safe by appropriate authorities.

Harassment and threats of Violence

If a person, known or unknown to the service, poses a threat or harasses children or staff members at the centre, or on an excursion, the lockdown procedure will be followed. Educators should move the children on from the person. Staff should be firm, clear and remember that their primary duty is to the children in care.

If approached, staff should remain calm, keep the person as far away as possible from the children and wait for assistance from the Police. Staff should not approach or try to physically remove the unwelcome person. Staff should not place themselves in harm's way.

If required the Lockdown Procedure is to be followed.

Lockdown Procedure

- 1) The whistle will be blown to notify children and staff that the lockdown procedure is to commence.
- 2) Children and staff should move to one of the MOOSH operating spaces away from the threat (see diagram).
- 3) The Responsible Person will arrange for the police to be contacted.
- 4) Staff and children should remain inside the operating space until police have arrived and have given the all clear.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

25 June 2018

Hazards

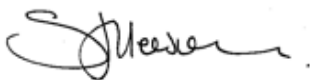
Policy Statement

We aim to provide an environment that is safe with no risk to the health and wellbeing of the children, staff, or parents/carers. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous and that all hazardous materials will be stored appropriately. Under the Work Health and Safety Act 2011, employees have the responsibility to draw their employer's attention to health and safety hazards in the workplace.

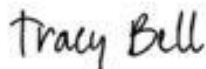
Procedures

- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in the centre will not be used or undertaken while the service is in operation.
- Should any pests or vermin be identified then action should be taken to rid the centre of the problem.
- Low irritant, environmentally friendly products will be used minimally and only with adequate ventilation, and preferably not in the presence of the children.
- All staff will be made aware of any potentially dangerous products and chemicals and where they are stored.
- All potentially dangerous products such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, dangerous first aid equipment, and medications will be stored in the designated secured area which is inaccessible to the children.
- All potentially hazardous material will have Safety Data Sheets (SDS).
- Staff should always read the label before use of any cleaning materials or chemicals and not use any substance that does not carry a manufacturer's label.
- Staff should be made aware of the appropriate first aid measures for accidents with hazardous materials and substances.
- Staff must report any hazard to the Directors and complete a Hazard Report Form. The Directors assesses the nature of the hazard and makes recommendations of action for the elimination, or significant reduction of the dangers of the hazard.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Beverages, Food and Nutrition

Policy Statement

Manly OOSH aims to provide nutritious and varied food of good quality in the Centre. Children will be encouraged to develop good eating habits through providing good examples and education. High standards of hygiene will be maintained throughout all food handling. Manly OOSH takes reasonable precautions to control the spread of allergens for children with serious reactions or anaphylaxis. Manly OOSH takes reasonable precautions to control the further spread of any infectious diseases.

- Clean and fresh drinking water will be available at all times for the children and staff.
- A weekly menu is on display for families to view.
- Where children are involved in food preparation, this will always be supervised and hygienic conditions maintained. No cooking activities will be conducted if and when there is a spread of infectious diseases.
- Staff will follow safe storage procedures.
- Children and staff must wash their hands before/after eating or handling food where possible or use an anti-bacterial gel when a sink or basin is not available.
- Staff will keep all food preparation areas and kitchen equipment hygienic and safe.
- All food will be prepared and stored in a hygienic manner.
- Staff will demonstrate good healthy and hygienic eating habits with the children.
- Staff will keep a list of all children's allergies or food restrictions.
- Manly OOSH aims to be nut and egg free.

Procedures

- Refrigerated food should be correctly stored on the labeled shelves and the refrigerator temperature should always be lower than 5°C
- Prior to any food preparation or food handling staff members should wash their hands
- Children's allergy and dietary requirement lists are to be checked prior to food preparation to ensure these requirements are met
- Before and after preparing food, preparation surfaces in the kitchen are to be washed with hot water and detergent using a sponge and then sprayed and wiped with disinfectant
- Staff members should always follow the sponge and chopping board charts to uphold proper hygiene practices
- Fruit and vegetables are to be rinsed before they are prepared for service
Once prepared, food is to be either stored in a sealed container or covered with cling wrap/foil and labelled correctly
- If food is being refrigerated for re-use it is to be properly covered or sealed
- Opened packaged food is to be stored according to labeled instructions and marked with date opened
- Dishes and utensils are to be washed with yellow and green scouring sponge in hot soapy water after use and left to air dry, with the exception of sharp knives which are to be towel dried and put away in labeled container in locked cupboard

- As part of afternoon tea setup, drinking water and cups, bins and dish rinsing tubs with green sponges are to be placed near food service area
- Food should not be brought to afternoon tea area until children are ready for service
- Prior to eating, all children are to wash their hands
- Anyone serving food to others should be wearing gloves
- Separate serving utensils are to be used for each food group during meal times
- During breakfast, each food item should have its own serving utensil
- If a utensil is dropped on the ground it is to be replaced by a clean one
- Children and staff are to be encouraged to uphold proper hygiene practices and appropriate behavior during food preparation and meal times
- After eating, children are to be encouraged to scrape their food scraps into appropriate bins and rinse their dishes in soapy water provided in washing tubs and leave their rinsed dishes in a separate clean tub or drying rack
- After rinsing their dishes, children are to be encouraged to have a drink of water and wash or wipe their face and hands making sure to dispose of wipes in a general rubbish bin
- All dishes, utensils, service items and leftover food are to be brought into the kitchen after meal times. Leftover food is to be then stored or properly disposed of and dishes are put aside for washing
- Food service items are to be washed with yellow and green scouring sponge in hot soapy water and left to air dry
- Any cups used by children and the washing up tubs are to be washed during or after each session
- Kitchen surfaces should then be washed with hot soapy water and sprayed and wiped with disinfectant
- Once dishes, utensils and service items are fully air-dried they are ready to be stored
- The kitchen floor is to be mopped by staff daily
- Children are to be supervised when engaged in any cooking or food preparation activities to encourage safe and proper hygiene and food handling. It is the responsibility of the educators to ensure all reasonable precautions are taken to minimise risk to children during these activities
- Any food service items used by staff members outside of face to face times are to be properly washed according to procedures

Endorsed by:

President
Caren Vettese

Vice-President
Suzie Mason

20th March 2020

Water Safety

Policy Statement

Manly OOSH will take reasonable precautions to minimise risk to children and staff members during water activities.

Procedures

- Written authorisation from parents is to be obtained before children attend a swimming or wading activity.
- Swimming activities will be directly supervised.
- Water play activities will be directly supervised.
- Risk assessments will be carried out for water activities and communicated to staff before attending.
- Children should be given a private space to change into swimwear.
- Educators should be wearing a shirt and shorts while swimming with children.
- An educator to child ratio will be determined by the risk assessment prior to attending the activity.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

17th September 2019

Sun Protection

Policy Statement

This policy aims to protect all children and staff from harmful effects of ultraviolet (UV) radiation from the sun. All staff members should model appropriate sun protection behaviors and enforce the sun protection policy. We aim to ensure that all children in attendance at the service will follow sun protection procedures when the UV forecast is 3 or above as indicated by the Cancer Council's *SunSmart* guidelines. All staff should model appropriate sun protection behaviour and enforce the sun protection policy.

Procedure

Sunscreen

- Children will apply SPF30+ broad spectrum water-resistant sunscreen upon arrival to the centre and reapply after 2 hours.

Clothing

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

- Children will be encouraged to wear sun-safe hats that protect the face, neck and ears when outside.
- Educators and children will wear protective clothing when outside during periods of time when the UV Index is 3 or above. When outdoors children will be encouraged to wear sun-safe clothing with sleeves, collars or covered necklines.
- During Vacation Care and Pupil Free Days children are encouraged to wear capped sleeves and covered shoes.

Outdoor Activities

- Outdoor activities can take place at any time as long as sun protection (hats, clothing, sunscreen, shade) is used when the UV Index is 3 or above

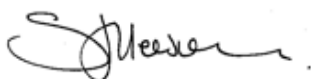
Role Modeling

- Staff and visitors should act as positive role models and demonstrate good sun protective behavior when attending Manly OOSH.

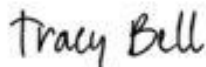
Families

- Children who have allergies to the sunscreen provided should supply their own sunscreen.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Administration of First Aid

Policy Statement

Manly OOSH will effectively manage illness and injuries experienced by children and staff (See the incident, inquiry Trauma & Illness Policy). This policy & procedure provides clear guidelines for staff and families in regards to the administration of first aid to children.

Procedures

- There will be at least one staff member trained in first aid and a least one staff member trained in asthma and anaphylaxis management on site at all times
- There will be a first aid kit on hand for each group of children at all times
- Educators will uphold effective hygiene practices when administering first aid.
- MOOSH staff will regularly conduct checks to ensure that first aid kits are properly stocked

PROCEDURES FOR MINOR INJURIES:

- Assess the injury.
- Attend to the injured person and apply first aid as required.
- Wear disposable gloves when in any contact with blood or bodily fluids.
- Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner – use biohazard kit if necessary.
- Anyone who has come into contact with any blood or fluids should wash area of contact in warm soapy water.
- Record the incident and treatment given on an incident/injury/trauma and illness record
- Inform parents via phone for head/neck injuries
- Communicate all other injuries to parents/guardians on arrival
- Obtain parent signature confirming knowledge of the injury/trauma/illness.
- File the incident/injury/trauma/illness record in the Accidents/Incidents file

PROCEDURES FOR MAJOR INJURIES:

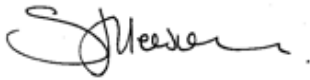
- Remove all other children from the area of the injured person with educators' supervision
- Assess the injury and call another educator for first aid kit, assistance and to dial 000
- At least one educator to stay with injured person at all time—remaining calm
- An educator is to contact the primary contact of the injured person
- Place injured person in an appropriate position according to injury and first aid training. If injured person is very distressed—allow them to stay in a comfortable position
- Treat injury as necessary until ambulance arrives
- An educator is to record the signs, symptoms and treatment of the injured person to hand over to ambulance officers
- When ambulance officers arrive—educators to hand duty of care over to these officers
- If the injured person is under 18 years of age-an educator is to travel in the ambulance and stay with the child at the hospital until a parent/guardian arrives

PROCEDURES FOR ILLNESS:

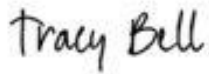
A child or adult will be considered sick if he/she:

- Has a fever over 38°C
 - Vomits or has diarrhea.
 - Acts in an unusual way or differently to normal (which indicates possible illness)
-
- If a child becomes ill or develops symptoms at the centre, the parent/guardian will be contacted and asked to take the child home
 - An educator is to place the child in a comfortable position and area
 - The Educator then needs to fill out Illness record and have it signed by parent/guardian on arrival
 - If a child's temperature reaches 40°C and an educator cannot contact the parent/guardian- an ambulance will be called
 - An educator is to travel in the ambulance with the child and remain in the hospital until a parent/guardian arrives
 - In this event, the Department of Education and Communities needs to be contacted and a report needs to be filed within 24 hours

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Incident, Injury, Trauma and Illness

Policy Statement

The purpose of this policy is to promote the safety and wellbeing of staff, children and visitors at Manly OOSH through reasonable care and attention in the event of an incident involving Injury, Illness or Trauma.

Parents or emergency contacts must be informed by the nominated or certified supervisor as soon as practicable, but not later than 24 hours after the occurrence of any incident, injury, trauma or illness.

Medicare numbers must be provided and consent granted by parents/guardians to provide medical attention to their children in the event of an incident.

Procedures

- The person caring for the child assumes responsibility for acting in the best interests of the child in the event of an injury. The careful exercise of this discretion is considered part of the educator's duty of care.
- If a child, educator or visitor is injured while at the centre they are to be attended to immediately by an educator who holds a first aid certificate
- If medication is required in the event of an emergency, educators will ensure consent is given by medical professionals where prior consent has not been given by parents
- If injured, children will be monitored by educators until they have recovered or been handed over to a parent or authorised contact
- If an ambulance is required to transport the child to the hospital two educators will accompany them to the hospital until a parent or authorised person arrives. The centre will notify the parent/guardian that a serious incident has occurred and advise them to contact the relevant medical agency. This information should be provided in an extremely sensitive manner.

Recording Incident/Injury and Illness

An incident, injury, trauma and illness record must be made as soon as practicable but no later than 24 hours after the occurrence. The record should include the following information:

- Details of the incident in relation to a child or injury received by a child or trauma to which a child has been subjected.
- Details of any illness which becomes apparent while the child is at Manly OOSH.
- Details of the action taken by staff including medication administered or first aid provided and medical personnel contacted.
- Details of any person who witnessed the incident, injury or trauma.
- The name of any person Manly OOSH notified or attempted to notify regarding the incident, injury or trauma a child has suffered, as well as the time and date the notification or attempt was made.
- The name and signature of the person making the record and the time and date the entry was made

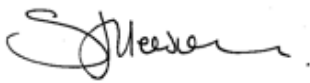
Accidents which result in serious injury to a child will be reported to:

- Parents/Guardian
- An ambulance service.

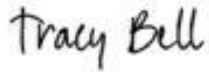
- The Police (in the event of a criminal act)
- DEC
- Manly OOSH PMC

- Parents are asked not to bring the child to the centre if they are unwell
- If a child becomes ill or develops symptoms at the centre the parents will be contacted and asked to take the child home.
- If a staff member is unwell they should contact the Directors as soon as possible to inform them that they are unable to attend work
- If a staff member becomes ill or develops symptoms at the centre they will be asked to return home. The Directors will organise a suitable replacement as soon as possible.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Dealing with Infectious Diseases

Policy Statement

The purpose of this policy and procedure is to outline when a child is considered sick and to ensure that reasonable steps are taken to prevent the spread of the infectious disease at Manly OOSH. Upon enrolment at Manly OOSH, families are required to provide a copy of the enrolled child's immunisation record.

All care and consideration will be given to any child who becomes ill while at the centre. A parent or authorised emergency contact will be notified of the occurrence as soon as practicable. (See the Administration of First Aid Policy).

Procedures

- The Nominated Supervisor or educators have the right to refuse access to the service if concerned a child may have an infectious disease
- Children and educators will be excluded from the centre if they are ill with any contagious illness. The period of exclusion and decision to re-admit a child or staff member will be the responsibility of the Nominated Supervisor based on symptoms, medical opinion and Department of Health guidelines
- A doctor's clearance certificate will be required for all infectious diseases
- Children with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool
- A current copy of the Department of Health guidelines on infectious diseases will be held by the Nominated Supervisor to be referenced and followed when necessary
- A doctor's certificate should be provided if a child or educator has any of the following examples of infectious diseases such as measles, mumps and whooping cough (pertussis)
- All parents will be informed about the occurrence of an infectious disease in the centre ensuring that the individual rights of staff or children are not infringed upon. If there is an occurrence of an infectious disease at Manly OOSH, information from the Department of Health guidelines on infectious diseases is to be displayed on the service notice board
- All educators will ensure proper hygiene practices are carried out as outlined in correct handwashing procedures, food preparation and general cleaning.

Endorsed by:

President
Caren Vettese

Vice-President
Suzie Mason

20th March 2020

Immunisation

Policy Statement

We respect the right of individual parents to decide whether to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. The service will abide by the all government regulations in relation to immunisation.

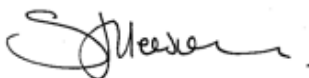
Procedures

- Prior to enrolling proof of a child's vaccination status must be provided. Child care centres must have documented evidence that children are up to date with their vaccinations, or that they are on a recognised catch-up schedule, or that they have a medical contra-indication to vaccination, or their parents have a conscientious objection to vaccination, before enrolling a child.

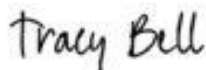
Upon enrolment of their child, parents/guardians must provide:

- An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that their child is up to date with their scheduled immunisations, or;
 - An ACIR** Immunisation Exemption Conscientious Objection Form (IMMU12) which has been certified by an immunisation provider and a parent/guardian, or;
 - An ACIR** Immunisation Exemption - Medical Contraindication Form (IMMU11) which has been certified by an immunisation provider, or;
 - An ACIR** Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.
- In the event of an outbreak of a vaccine-preventable disease at the centre, children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
 - The Directors will consult with MVPS and notify the Public Health Unit if a child contracts a vaccine-preventable disease.
 - Staff will be encouraged to maintain through immunisation, their immunity to common childhood diseases.
 - Exclusion periods will be advised by the NSW Department of Health and Staying Healthy in Child Care publication.

Endorsed by:



Sarah Heesom
President



Tracy Bell
Vice-President

11 February 2016

Dealing with Medical Conditions & Administration of Medication

Policy Statement

The purpose of this policy and procedure is to enable Manly OOSH to effectively manage medical conditions and provide clear guidelines for staff and families in regards to the administering of medication to children at Manly OOSH.

We aim to provide safe and effective care of children by ensuring that staff are fully aware of allergic reactions, and appropriately managing any child's medical conditions.

To ensure the interests of staff, children and parents are not compromised, medication will only be administered with the explicit permission of the parents alongside a prescription or certificate from a medical practitioner or in the case of an emergency

Procedures

- Families will be asked to inform Manly OOSH of any medical conditions the child may have at the time of enrolment on the child's enrolment form, and to update as necessary during course of enrolment.
- Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, Manly OOSH will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition, correct dosage of any medication as prescribed and how the condition is to be managed at Manly OOSH.
- Where long term conditions such as asthma, diabetes, epilepsy, anaphylaxis, allergies, limited mobility or ADHD is present, a risk minimisation plan will be developed in consultation with the child's family. Content of this plan will include:
 - Identification of any risks to the child or others by their attendance at Manly OOSH.
 - Identification of any practices or procedures that need adjustment at Manly OOSH to minimise risk e.g. food preparation procedures.
- The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. Educators including volunteers and administrative support will be informed of any special medical conditions affecting children and educated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.
- Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects of the child's exposure to allergens and to outline how educators can help the child if they do become exposed.
- Medical conditions are displayed in the office for educators to refer to at any time.

Administration of Medication

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at Manly OOSH unless authorised by a doctor.
- Educators will only administer medication during Manly OOSH's operating hours.
- Families who wish for medication to be administered to their child or to have their child self administer the medication at Manly OOSH must complete a medication form providing the following information;
 - Name of child
 - Name of medication
 - Details of the date, time and dosage to be administered. (General time, e.g. lunchtime will not be accepted.)
 - Where required, indicate if the child is allowed to administer the medication themselves or have an educator do it.
 - Signature of family member
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.
- Permission for a child to self medicate will be administered with the family's written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.
- In the event that a case of emergency requires verbal consent to approve the administration of medication, Manly OOSH will provide written notice to the family as soon as practical after administration of the medication.
- Consent is not required in the event of an asthma or anaphylaxis emergency, however consent must be sought as soon as possible after the parent/guardian and emergency services are notified.
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.
- An exception to this procedure is applied for asthma medication for severe asthmatics, in which case the child may carry their own medication on their person with parental permission. Where a child carries their own asthma medication (such as an inhaler), they should be encouraged to report to an educator their use of the medication as soon as possible after administering and the service maintain a record of this medication including time, time administered, educator advised and if the symptoms were relieved.
- Before medication is given to a child, the educator (with current First Aid Certificate) who is administering the medication will verify the correct dosage for the correct child with another educator who will also witness the administration of the medication.

- After the medication is given, the educator will record the following details on the medication form: Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.
- Where a medical practitioner's approval is given, educators will complete the medication form and write the name of the medical practitioner for the authorisation.

Endorsed by:

President
Caren Vettese

Vice-President
Alexandra Shea

22nd September 2019

Child Protection

Policy Statement

Manly OOSH is duty bound to maintain child protection in the service, and believes that the safety and welfare of all children is of paramount importance. It is every child's right to be safe and protected from all forms of abuse, violence or exploitation. All staff members have a duty of care to ensure the wellbeing, safety and protection of all children at the service. Educators have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

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

Procedures

Mandatory Reporting

All Manly OOSH staff members are *mandatory reporters*. Mandatory reporters are required by law to make a report to Community Services if they suspect that a child is at Risk of Significant Harm.

What is meant by 'significant' in the phrases 'significant harm' or 'to a significant extent' is that which is sufficiently serious to warrant a response to a statutory authority irrespective of a family's consent.

A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety, welfare or wellbeing of the child or young person are present to a significant extent:

- basic physical or physiological needs are not being met
- suspected physical or sexual abuse
- ill-treatment, emotional abuse or serious psychological harm
- neglect
- exposure to domestic violence

What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or well being.

- The protection and safety of the child is paramount
- Educators are to be familiar with the indicators of risk of significant harm, grounds for notification, and are informed of their legal responsibilities related to child protection, mandatory reporting and other relevant expectations at the service
- If a child comes into care with an injury, or discloses an incident which is of concern, the educator should document this in writing, noting the date, time, and exact details of the

injury/incident or exactly what the child said. The child should be listened to and comforted, but not be questioned further as this may lead to contamination of evidence.

- The educator should identify whether previous incidents have been reported and documented at Manly OOSH to provide a more comprehensive overview of the child's situation.
- Educators are to notify the Directors if they suspect a child is at risk of significant harm. The Directors and educator will access the NSW Mandatory Reporter Guide together to assess the situation and follow any recommended action. This may result in a report to the Child Protection Helpline or referral to another family support service. It is the educators responsibility, as the mandatory reporter who observed the injury or witnessed the disclosure, to ensure a report is made or alternative action is taken as appropriate.
- Staff should document any incident or injury involving a child whilst in care on the incident reporting form. Any accident involving an injury that requires medical treatment beyond first aid is to be reported to Department of Family and Community Services and Department of Education.
- The management of staff will be organised to maximise protection of children from abuse and minimise opportunities for abuse.
- A staff member 18 years or older must not engage in child-related work unless they hold a working with children check or there is a current application by the staff member to Service NSW for a clearance of a class applicable to that work.
- Staff members must notify the Directors if they are accused of, or charged with any reportable offence.
- Volunteers, visitors and students cannot supervise children alone. Supervision of the children must never be handed over to anyone else other than a member of staff or authorised person.
- Manly OOSH aims for a minimum of 2 educators to be on duty at any time.
- The following behaviour by staff is not permitted:
 - Corporal punishment or any type of physical punishment including hitting, spanking, beating, shaking, pinching, or other measures which produce physical pain;
 - Abusive, profane or derogatory language including yelling and belittling;
 - Any form of public or private humiliation including threats of physical punishment;
 - Any form of emotional abuse including threats of physical punishment;
 - Withdrawal of food, rest, or opportunity to use the toilet;
- Physical restraint of children is not permitted, unless it is used to ensure a child's safety or that of others, and then only for as long as is necessary for control of the situation.
- Educator attendance at workshops or training seminars on child protection is to be considered a compulsory part of professional development.
- The service acknowledges that child protection is a community responsibility and will endeavour to raise awareness on child protection issues with families in the service and the community.

Exchange of Information

- Chapter 16A, Children and Young Persons (Care and Protection) Act 1998 allows for the exchange of information between prescribed bodies without any Department of Family and Community Services involvement.
- Section 248 allows for Department of Family and Community Services to direct prescribed bodies to provide information and may also provide information to prescribed bodies. Prescribed bodies may also request information from Department of Family and Community Services.
- Information to be exchanged must be related to safety, welfare or/and wellbeing of a child or young person like:
 - a child or young person's history or circumstances
 - a parent or other family member
 - people having significant or relevant relationship with a child or young person
 - the other organisations' dealings with the child or young person, including past support or service arrangements

We are not required to disclose information under Chapter 16A if it believes it would prejudice a criminal investigation or coronial inquest, endanger a person's life or is not in the public interest.

A prescribed body is any organisation specified in section 248(6), Children and Young Persons(Care and Protection)Act 1998 or in clause 7, Children and Young persons(Care and Protection) Regulation 2000.

Under legislation, a prescribed body includes:

- NSW Police
- A government school or a registered non-government school/TAFE
- A public health organisation or private hospital
- A private fostering organisation or private adoption organisation
- Organisations that provide residential child care or a child care service under the Act
- Any other organisation that has direct responsibility for, or supervision of, the provision of healthcare, welfare, education, Children's 'services, or law enforcement, to children

As a prescribed body in NSW, Manly OOSH is not able to exchange or request information from:

- The Family Court of Australia (with Department of Family and Community Services only for the purposes of section 248 but not Chapter 16A)
- Centrelink (with Department of Family and Community Services only for the purposes of section 248 but not Chapter 16A)
- Department of Home Affairs and Department of Immigration and Border Protection (with Department of Family and Community Services only for the purposes of section 248 but not Chapter 16A)

The above are Australian Federal government agencies and the Child Protection legislation is NSW Government law. The Department of Family and Community Services can request and exchange information with federal government agencies and departments.

Allegations against an Employee

- The Directors will immediately notify the Parent Management Committee regarding any allegations against an employee in relation to a reportable incident.
- The Parent Management Committee will direct an investigation of the allegation of any reportable incident against an employee.
- All records and proceedings regarding the investigation will be kept strictly confidential in a secure place and will only be made available to authorised persons.
- A report on the findings of the investigation of an allegation against an employee for a reportable incident, will be sent to the NSW Ombudsman within 30 days.

Licensee Responsibility

The licensee must ensure effective recruitment and selection of primary care staff in relation to employment screening for child- related employment, age requirement of employees over 18 years and suitable skills and knowledge in child care service delivery, to ensure an environment that is safe, hygienic and addresses children's needs in learning, development and nutrition is provided.

The licensee of the Centre is to ensure all primary contact staff members understand their responsibilities under the child protection legislation.

The following outlines the requirements listed in the OOSH Licence Agreement with Manly Village Primary School regarding Child Protection:

- The service provider must notify the police if an allegation is made against Manly OOSH staff
- The service provider must notify the school principal within 1 working day when it becomes aware that a worker has been referred to, charged with, or found guilty of a disqualifying offence within the Child Protection Act
- The service provider must provide the principal with information it receives relating to the safety, wellbeing or welfare of a particular child or class of children who is known to attend Manly Village Primary School if this information would assist to make any decision, assessment or plan, investigation or provide any service relating to the safety, welfare or wellbeing of the child or class of children.

Use of Volunteers

The licensee of Manly OOSH may provide the service with the assistance of volunteers, but only if the volunteers:

- are not part of the required staff to child ratios for service operation.
- are accompanied by primary contact staff whenever they are in the presence of children.
- are covered by appropriate insurance arrangements.

Adult Volunteers over 18 years of age are required to hold a working with children check.



Endorsed by:

President
Caren Vettese

Vice-President
Alexandra Shea

22nd September 2019

Interactions with Children

Policy Statement

Manly OOSH provides an environment that reflects the principles in “*My Time, Our Place*”. Through their interactions with children, educators foster respect, self-esteem and the unique contribution of individuals creating a caring environment.

Children attending the service are given opportunities to interact and develop respectful and positive relationships with each other and staff members at the service.

Procedures

Children and educators work collaboratively to develop agreements. These are designed to encourage respect for the rights of others and help create a caring environment based on safety, order, and cleanliness. These should be clearly expressed in a positive way and reinforced consistently.

- No child is to be subjected to, or threatened with, corporal punishment.
- No child is to have food or other basic needs withdrawn as part of a punishment.
- Appropriate behavior management strategies are to discuss expectations of behavior with the child and redirect them to a different activity. Children should be praised for positive behaviour, building on each child's strengths and achievements.
- Positive behavior should be encouraged by role modeling behaviour and discussions.

The following principles will form a guideline to our positive behaviour management:

- Children are to be given opportunities to be responsible for their own behaviour through the development of problem-solving skills, self-reliance and self-esteem.
- Children will be encouraged to seek support when necessary.
- Children will be provided opportunities to interact and develop respectful and positive relationships with each other and with educators and volunteers at the service.
- Educators should have support in positive approaches to behaviour management.
- Educators and parents should work in partnership promoting a consistent and positive approach to behaviour management.
- The child’s family and cultural values, age, physical and intellectual development and ability will be respected.

Staff responsibilities

- Accept and value every child and adult regardless of race, cultural background, religion, sex or ability.

- Treat children with respect, courtesy and understanding.
- Maintain positive communication with the children.
- When communicating with children, staff will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner.
- Initiate conversations with children and develop an understanding of the child and their interests.
- Form friendly and warm relationships with the children in their care and be supportive and encouraging.
- Ensure that expectations relating to the children's behaviour are clear consistent.
- Act as a role model for appropriate behavior.
- Provide an environment which will foster the child's self-esteem.

Behaviour Management strategies

- Ensure children are aware of the limits and what is appropriate behaviour.
- Ensure expectations are appropriate for the child's level of development and understanding.
- Assess possible causes for the behaviour.
- Discuss the issue with the parents and the child.
- Record serious incidents using the incident forms
- Parents/guardians to be notified of incidents.
- Develop a behaviour intervention plan that involves behaviour management in discussion with staff, parents and other professionals as required.

If a child becomes physically aggressive:

- Remove the aggressive child or surrounding children from the situation.
- Ensure the safety of others
- Record the incident
- Notify the parents of all children involved in the incident

Behaviour Management Plans

- If a child is consistently demonstrating behavioural issues, educators will record these issues using the incident forms.
- If behaviour is being consistently recorded, educators will meet with the child's parents to develop a behaviour management plan.
- Educators and parents will meet on a regular basis to review the management plan until the child's behaviour has significantly improved.

- If a child is a serious threat to other's physical or emotional wellbeing and shows no signs of improvement after two reviews of the plan, they will be suspended from the service for 2 weeks.
- Upon return to the service, a revised plan will be developed. If there is no further improvement after 1 month, the parents of the child will meet with the centre directors and representatives from the PMC to discuss eventual permanent exclusion from the service (if required).

Physical interactions

- To uphold child protection and avoid educators and children being placed in compromising positions, educators are encouraged to give high fives, thumbs up etc. rather than hugging children
- Physical restraint of children is not permitted, unless it is used to ensure the child's safety or that of others.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

17th September 2019

Effective Supervision

Policy Statement

Manly OOSH aims to develop consistent practices that ensure children are supervised appropriately and to maximise the opportunity for children and adults to share experiences while minimising risks. Maintaining the safety of children is an essential part of providing child care services and ensuring an adequate level of supervision is a major part of maintaining a safe environment. Educators have a duty of care to the children under their care. Any negligent act may breach that duty. Active supervision assures that the learning opportunities for children are promoted and that their play is enjoyable. By watching children closely, Educators will be able to see opportunities for supporting and building on children's play experiences but will also identify when children wish to play independently.

Procedures

General

- Children are always supervised by Educators.
- Educators must set boundaries ensuring the areas within these are safe and allow for clear visibility of all children at all times.
- Rules should be reinforced each morning during roll call at Vacation Care and regularly at Before and After School Care.
- Where Educators identify risks either as a result of the environment for example children using equipment inappropriately or disputes between children etc. action must be taken to manage these risks.
- Educators must refrain from using personal mobile phones while working in OOSH services or undertaking other activities which will distract them from supervision.
- Educators should place themselves to allow them to join with other children in play while being able to scan a broad area.
- Educators will endeavour to maximise the time spent engaging with children while still ensuring that they maintain appropriate supervision to ensure safety of the children.
- Educators will monitor transitions effectively.

End of Day procedures

- Prior to leaving the service, educators must ensure that all children have left the premises. This process should include a range of indicators included below but not limited to:
 - Check the roll to ensure all children are signed out.
 - Check bathrooms, kitchen, storage areas, behind doors, etc.



- Look for indicators that children may remain onsite e.g. bags left outside, etc.

Endorsed by:

President
Caren Vettese

Vice-President
Alexandra Shea

13th August 2019

Staff Induction to Work, Health and Safety

Policy Statement

Health and safety is the responsibility of the employer who has an obligation to provide a healthy and safe working environment under the Work Health and Safety Act 2011. The employer must do all that is reasonably practicable to set up a safe working environment free from risks to the health of staff, parents and children, in or near the workplace.

The Work Health and Safety Act 2011 places broad obligations on employers and employees. The Act is supported by the Work Health and Safety Regulation 2011.

The Industry Code of Practice (i.e.: Education and Care Services National Law and Regulation 2011), provides practical guidance for complying with the provisions of the Act and Regulation, and is recommended for use where applicable.

Procedures

- New staff need to be introduced to Work, Health and Safety practices and procedures during the orientation process.
- Training needs to be carried out as soon as practical after new staff start work.

Manly OOSH management:

- Is committed to securing the highest level of safety, health, and welfare in accordance with the relevant legislation.
- Supports the development and maintenance of appropriate health and safety.
- Shall ensure that appropriate information, funding, facilities, resources and training are available.
- Shall ensure that adequate job training and all necessary WHS information is provided to enable staff to perform their tasks in a safe and healthy manner.
- Shall ensure that all accidents, near misses and work-related illness are reported, examined for trends and patterns of frequency and type.

Manly OOSH employees:

- Are expected to willingly cooperate to maintain a safe and healthy working environment throughout the centre and encourage other employees to follow safe work practices.
- Will immediately notify the Directors and WHS Representative of any accident or incident or any other matter which may affect the health and safety of any person at the centre.



Endorsed by:

President
Caren Vettese

Vice-President
Alexandra Shea

13th August 2019

Sleep and Rest

Policy Statement

We believe that every child has the right to sleep and rest. Manly OOSH aims to provide a space where children feel safe and at ease while they sleep or rest.

Procedures

- Educators respect each child's need for sleep and rest.
- The MOOSH library is dedicated for children who need a place to sleep or rest.
- A child may choose to sleep or rest in another area being supervised by educators.
- Cushions and blankets are available for use during sleep and rest.
- Educators must ensure either the window or door is left open while children sleep or rest for air flow and better ability to hear the child.
- Educators must regularly check on the child while they sleep or rest and attend to any first aid treatment of the child if needed.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

16 July 2018

Pandemic Policy

Policy Statement

The purpose of this policy and procedure is to outline when there is a known pandemic in the community and to ensure that reasonable steps are taken to prevent the spread of the infectious disease at Manly OOSH that has caused the pandemic at community level. All care and consideration will be given to any child who becomes ill while at the centre. A parent or authorised emergency contact will be notified of the occurrence as soon as practicable. (See the Administration of First Aid Policy).

Procedures

- The Nominated Supervisor or educators have the right to refuse access to the service if concerned a child/family member of child may have an infectious disease relating to the pandemic.
- Children and educators will be excluded from the centre if they are ill with any contagious illness related to the pandemic. The period of exclusion and decision to re-admit a child or educators will be the responsibility of the Nominated Supervisor based on symptoms, medical opinion, Department of Health guidelines and Federal/State governments instructions.
- A doctor's clearance certificate will be required for all infectious diseases related to the pandemic.
- All parents will be informed about the occurrence of an infectious disease relating to the pandemic in the centre ensuring that the individual rights of educators or children are not infringed upon. If there is an occurrence of an infectious disease relating to the pandemic at Manly OOSH, information from the Department of Health guidelines on the pandemic is to be displayed on the service notice board area, website and information to be emailed to all families.
- All educators will ensure proper hygiene practices are carried out as outlined in correct handwashing procedures, food preparation and general cleaning of centre and its resources/equipment.
- Pandemic procedures and Health and Safety measures relating to the pandemic will be followed by Manly OOSH.
- Risk assessments may need to be conducted relating to pandemic procedures.
- Minimize high risk behaviours that can lead to spread of infectious diseases relating to the pandemic

Endorsed by:

Caren Vettese
President

Suzie Mason
Vice-President

23rd June 2020

Section E: Programming and Child Development

Programming & Evaluation

Policy Statement

We aim to develop and implement a balanced program that is stimulating, interesting, educational and exciting and reflects the cultural diversity of our community and our philosophy. The program will provide opportunity for play, exploration and the development of new skills. The curriculum will be informed by the school-age framework. Families and children will be actively encouraged to participate in the planning of these programs.

Procedure

- Educators will be responsible for the development of a child centred program, reflecting the philosophy of the centre.
- Written programs will be displayed for families and children and major events published in either newsletters or distributed by email, for greater publicity.
- Time will be allocated each week for programming and training in programming provided where necessary to increase educator's awareness of children's developmental needs.
- Families and children will be encouraged to contribute to the program by providing input and feedback.
- Written programs for vacation care will be published at least 2 weeks prior to vacation care starting.
- Educators will interact with children and where appropriate participate in activities and encourage children to try new activities.
- The school aged learning framework guides curriculum decision making.
- Curriculum decision making is informed by the context, setting and cultural diversity of the families and the community.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

18 June 2019

Inclusion

Policy Statement

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

Procedures

Inclusive Practices

- Educators should seek information from children, families and the community about their cultural traditions, customs and beliefs and use this information to provide children with a variety of experiences that will enrich the environment within the service.
- Educators should work in partnership with families to provide care that meets the child's needs and is consistent with the family's culture, beliefs and child rearing practices. Specific requests will be acknowledged where practical, to demonstrate respect and ensure continuity of care of the child.
- Educators should obtain and use resources that reflect the diversity of children, families and the community and increase awareness and appreciation of Australia's Aboriginal and Torres Strait Islander and multicultural heritage.
- Educators should be sensitive and attentive to children and respect their backgrounds, gender, unique qualities and abilities. The service should ensure that the service environment reflects the lives of the children and families using the service and the cultural diversity of the broader community, and ensure children's individual needs are accommodated at the service.
- Children with additional needs should be provided with the necessary support and resources to allow them to fully participate in the service. This may require the assistance of specialty services, adaptation of the environment, changes to routines and educator arrangements in order to facilitate inclusion. The service should achieve this in collaboration with the child's family.
- Educators should treat children equitably and encourage them to treat each other with respect and fairness.
- Educators should act as positive role models by encouraging children to be involved in a variety of activities, regardless of gender.
- Educators should role model appropriate ways to challenge discrimination and prejudice, and actively promote inclusive behaviours in children.
- Educators should create opportunities for children to learn about, develop respect for, and celebrate the diversity that exists in the service and in the broader community by:

- Encouraging all families, children and other educators to share their experiences, skills, cultures and beliefs;
- Inviting community members to the service to share their stories, songs, experiences, skills, cultures and beliefs;
- Accessing and using a range of resources (including multi-cultural and multi-lingual resources) that reflect the diversity of children and families in the service and in the broader community.

Inclusion Support Agencies

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

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

12th September 2018

Excursions

Policy Statement

Manly OOSH will plan excursions to extend the educational programming at the service. Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the service's premises. Parental permission will be sought for all excursions and each excursion will be carefully planned and the potential risks assessed. When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another. The purpose of this policies procedures is to ensure that children are appropriately supervised whilst on excursions.

Procedures

Planned excursions should take into account:

- Children's ages, abilities and interests.
- Ways to maximise the children's developmental experiences and opportunities to practice new skills.
- Suitability of the venue.
- Clothing and equipment required.
- Travel arrangements.

Risk Management

A Risk Management Plan (RMP) must be prepared for each excursion. RMPs will include:

- Any water hazards;
 - The transport to and from the proposed destination for the excursion;
 - The educator to child ratio of the excursion;
 - The proposed activities;
 - The likely length of time of the excursion;
 - The items that should be taken on the excursion, for example, first aid kit, mobile phone and a list of emergency contact numbers;
 - Verbal instructions to children on appropriate behaviour expected whilst on excursions.
- Manly OOSH's Health and Safety policies will be taken into consideration and implemented on excursions where appropriate.
 - Families' permission must be obtained before any child is taken outside of the service and specific permission is required for swimming. By signing the excursion permission form, the family member is authorising their child to attend the activities stated.

- Local walking may be undertaken without prior notice if families of children in the group have given excursion permission. Once an initial risk assessment has been carried out for regular outings, risk assessments are not required for subsequent outings to the same place, unless there is a change to the place or venue.
- Children will be orientated to the risk elements and procedures prior to attending any excursion. This would include elements such as what to do if they become separated from the group, toilet procedures, talking to strangers etc.
- Adequate numbers of educators to effectively supervise the children must be rostered on for excursions. Numbers of educators must take into consideration the ages and developmental stage of the children attending the excursion and be based on a risk assessment of the excursion.
- Head counts will be conducted regularly throughout the duration of the excursion.
- Children will carry identification on excursions that clearly states the name of the service and the contact phone number.
- Educators should inspect all public toilets before children use them. An educator and at least one other child must accompany any child when using a public toilet.
- When walking the children, one educator must lead the group, another to follow at the back, and the remaining educators spaced along the group, walking on the road side of the footpath.
- When crossing a road, a pedestrian crossing will be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator should step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road, one at the front, and one at the rear of the group.
- Children are only permitted to travel to an excursion on any form of transport with written permission from their families.
- If using public transport (such as bus, ferry, taxi, train, etc.) children are to be effectively supervised at all times and not left unattended.
- In some circumstances where the site of the excursion is close to the service, it will be appropriate for children and educators to walk to the site.
- The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children.

Information and equipment to be taken on excursions should include:

- A list of all children with relevant personal details and family contact phone numbers.
- A list of emergency procedures and contact numbers.
- A first aid kit, including SPF 30+ broad-spectrum water resistant sunscreen.
- Any medication for children attending the excursion.
- Other information/equipment noted on the Risk Management Plan.

In the event that a child is lost during an excursion the well-being and safety of the other children in the group will be considered and at least one educator will remain with the group.

- Inform other educators in your group.
- Ask the children if they have seen the missing child recently.
- Reassure any child who may be upset.
- Search the premises.
- Check the meeting points.
- Ask the venue staff to begin a search and make an announcement over a loudspeaker if possible.

Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or the Responsible Person in charge will arrange to call the Police and the family.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

12th September 2018

Sustainability

Policy Statement

The purpose of this policy is to outline the service's role with regards to environmentally sustainable practices, and how Manly OOSH supports educators and children to contribute to a sustainable future as per Area 3 of the National Quality Standards. This policy aims to ensure that within service operations and programmed activities, there are opportunities for children to connect with, and show respect for natural environment.

Procedures

- **Recycling:** Paper and plastic products should be recycled after use. Educators should role model recycling practices and encourage children to reuse materials where possible.
- **Energy:** Natural lighting should be used whenever possible; and 'lights out' periods implemented/role modeled. Wall outlets should be switched off when appliances are not in use. Timers for fans and heaters are installed to ensure usage is minimised. Computer screens are set to 'sleep' when not in use.
- **Water:** Dishes should be washed in a full sink of hot water, using biodegradable detergents. Where possible, unused water should be emptied into garden areas. Outdoor hand washing sinks and water bottle refill taps have timers set so taps turn off automatically. Drinking water bubblers are push to use so taps aren't left running.

Programming and practice

Programs are developed to maximise children's opportunities to connect with and foster respect for the environment. Program themes and activities should be included around environmental and sustainable topics and help children to contribute to a sustainable future. Manly OOSH will collaborate with local environmental organisations wherever possible to broaden children understanding of sustainable practices and form connections with community.

Endorsed by:

Caren Vettese
President

Alexandra Shea
Vice-President

12th September 2018