## JAMBOREE HEIGHTS

## OSHC

## POLICY AND PROCEDURE DOCUMENT

## 2020

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| **Policy Group** | **Service Philosophy and Goals** |
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| **1:** |

1.1 Philosophy Statement

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* Education and Care Services National Law Act 2010 and Regulations 2011
* National Quality Standard
* ‘My Time, Our Place’ Framework for School Age Care in Australia

At Jamboree Heights Outside School Hours Care (OSHC) we value secure, respectful and reciprocal relationships and strive to build partnerships with all stakeholders. We are committed to equity and believe in our children’s capacity to succeed, regardless of their abilities and diverse circumstances (being). Experienced educators meet this high expectation with challenging activities based around recreation and fun while fostering an environment that supports the development of the children’s wellbeing and independence (belonging) equipping them with the skills necessary to become valued members of their society (becoming). Jamboree Heights OSHC is committed to ongoing professional development for all educators and recognises the value of collaborative relationships with families and communities to ensure that equitable and effective ways are afforded to provide opportunities for children to develop their own sense of worth.

1.2 Goals

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* Education and Care Services National Law Act 2010 and Regulations 2011
* National Quality Standard
* ‘My Time, Our Place’ Framework for School Age Care in Australia

Jamboree Heights OSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the ‘My Time, Our Place’ Framework for School Age Care in Australia. Our goals are to encourage children to:

* Providing all children with a safe, secure and inclusive environment by taking a collaborative approach and utilising the special skills and expertise of our families, community and educators. This helps children develop a strong sense of identity and an ongoing sense of wellbeing.
* Collaborating with children to help them develop the life skills necessary to become connected and contributing members of their community through appropriate programming and activities.
* Providing a secure, stimulating environment for educators who share their talents and time with us.
* Compliance with legislative requirements relating to a successful business through constant training and service review.
* Recognising and promoting the value of play and recreational activities which meet the developmental needs and interests of all children, thereby helping them become confident and involved learners.
* Teaching children by example to have the responsibility to show respect to others and their property.
* Providing ongoing professional development to all educators on issues relating to the care and wellbeing of the children, thereby enabling them to lead by example to ensure children become effective communicators
* **Have a strong sense of identity** – Jamboree Heights OSHC aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
* **Be connected with and contribute to their world** – Jamboree Heights OSHC demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
* **Have a strong sense of wellbeing** – Jamboree Heights OSHC aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
* **Be confident and involved learners** – Jamboree Heights OSHC aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
* **Be effective communicators** – Jamboree Heights OSHC aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including

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| Policy Group | Children |
| 2: |

2.1 Respect for Children Policy

Jamboree Heights OSHC recognizes and acknowledges that the children, their wellbeing, health and safety are the main focus. Children are to be treated by educators and other staff members at all times as unique and valued individuals and with respect and dignity.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.4; 4.2.1; 4.3.2; 5; 7.1.1, 7.1.2; 7.2.1, 7.2.3, 7.3.5.*
* *Policies: 2.4 – Arrivals and Departures of Children, 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Management and Support, 2.8 – Anti-bullying, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children’s Property and Belonging, 3.3 – Educators Practice, 4.9 – Children’s Toileting.*

## 📋 Procedures

The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of:

* Program and activities (see Policy 3.1 – Educational Program Planning)
* Behaviour expectations of Jamboree Heights OSHC (see Policy 2.6 – Behaviour Support and Management)
* the physical aesthetic environment of Jamboree Heights OSHC (NQS Area 3 – Physical Environment)

Educators will:-

* Foster all children’s self-esteem and confidence, empowering them to make choices and guide their own play;
* Promote children’s sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
* Have high expectations for each child, valuing their individual capacity to achieve and ensuring they experience pride in their achievements;
* Respect the diversity of all children’s backgrounds and abilities and accommodate the individual needs of each child;
* Treat all children equitably and respond positively to all children who require their attention; and
* Communicate with children respectfully, taking the time to listen and value what they say.

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| ***Policy Controls*** | | | |
| Endorsed by: | Jamboree Heights P & C Executive Committee | Date Endorsed: | 16/03/2020 |
| Date implemented: | 16/03/2020 | Date families notified | 25/03/2020 |
| Version: | 2 | Date of review: | 27/11/2019 |

2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy

Jamboree Heights OSHC regards as of utmost importance its role in the protection of children in its care. This includes Jamboree Heights OSHC 's moral and legal duties to care for children associated with Jamboree Heights OSHC whilst not in the care of their parents or other primary carers. Such a policy includes a statement of commitment to the safety and wellbeing of children whilst attending the OSHC service.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Child Protection Act 1999 and Regulations 2000*
* *Family and Child Commission Act 2014*
* *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 2.3; 4.2.1; 7.1.1, 7.1.2, 7.1.5; 7.3.2, 7.3.5.*
* *Policies: 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management, 2.8 – Anti-bullying, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.3 – Educators Practice, 4.9 – Children’s Toileting.*

## 📋 Procedures

Management, nominated supervisors and educators shall be committed to providing an environment that is safe and promotes the well-being of all children at all times through:

* Requiring that educators and management sign a code of conduct (see Policy Group 8 and 10).
* Ensuring educator employment and training procedures are used so that Jamboree Heights OSHC employs suitable people and conducts adequate orientation (see Policy Group 8).
* Ensuring educators are directed that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable.
* Children are actively supervised to ensure that they are protected from harm caused by:
* physical injury; or
* Harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person.
* Educators seek to ensure that they are not alone at Jamboree Heights OSHC with a child, except in an emergency.
* Educators will supervise all areas available to children.
* Where in the bounds of Jamboree Heights OSHC rules, out of bounds areas are different to school. Out of bounds areas are discussed with children at the start of every new activity.
* In each area there is a certified qualified 2 educator as well as an educator or same educator with first aid, allergy & anaphylaxis, CPR etc.
* Written parental permission will be obtained for children to be photographed at Jamboree Heights OSHC.
* Educators will instruct the children to inform them when going to the toilet and will ensure that the Children’s Toileting Policy (see Policy 4.9) is followed at all times.
* Children in prep and grade one are to be escorted with an Educator where possible to areas, if an Educator is not available then a child of grade 3 or above it able to escort as long as they are sensible & fit to do so.
* Educators, ancillary staff and volunteers are to comply with legal requirements to apply for, and hold, the appropriate child worker clearances under the Working with Children (Risk Management and Screening) Act 2000

The Approved Provider will comply with legal requirements to hold a current positive suitability notice under the *Working with Children (Risk Management and Screening) Act 2000.* The Coordinator acts as, or has designated an appropriate person to act as, Quality Officer for Jamboree Heights OSHC (see Policy 10.1 – Quality Compliance) and in this capacity:

* Is to keep a copy of the clearances and suitability notices referred to above; and
* Ensures that Jamboree Heights OSHC and its staff are aware of all legislative requirements and changes relating to the protection of children, including under the Education and Care Services National Law Act 2010 and Regulations 2011, Working with Children (Risk Management and Screening) Act 2000 and other relevant legislation.

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| ***Policy Controls*** | | | |
| Endorsed by: | Jamboree Heights P & C Executive Committee | Date Endorsed: | 16/03/2020 |
| Date implemented: | 16/03/2020 | Date families notified | 25/03/2020 |
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2.3 Educator Ratios Policy

Staff/child ratios will be in keeping with, or better than, those set out in the *Education and Care Services National Regulations 2011.* In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Duty of Care*
* NQS Area: 1.1.5; 2.1.1; 2.2.2; 2.3.1 2.3.2, 2.3.3; 3.1.3; 3.2.1; 3.3.2; 4.1; 4.2.1; 5.1.2; 5.1.3; 6.1.3; 6.3.3; 7.1; 7.2.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.
* Policies: 3.5 - Excursions, 3.6 - Transport for Excursions, 4.5 - Illness and Injury, 7.2 – Drills and Evacuations, 7.3 – Harassment and Lockdown.

## 📋 Procedures

* In setting educator ratios, Management will be guided by the Education and Care Services National Regulations 2011 and the transitional provisions for Queensland, which set out the following:
* A maximum of 15 school age children to 1 educator;
* Educators must be working directly with children to be included in the ratios;
* At least one educator, with the required first aid qualifications, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by Jamboree Heights OSHC.
* Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

Volunteer workers may be counted towards the educator to child ratios for Jamboree Heights OSHC provided they meet the qualification requirements. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary, when utilizing volunteers.

* For excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted. When setting these ratios the following aspects of the excursion will be taken into account:
* The proposed route and destination for the excursion;
* Any water hazards and/or risks associated with water-based activities; and
* The transport to and from the proposed destination for the excursion; and
* The number of adults and children involved in the excursion; and
* Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (eg life-saving skills); and
* The proposed activities and duration of the excursion.

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| ***Policy Controls*** | | | |
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| Version: | 2 | Date of review: | 27/11/2019 |

2.4 Arrivals and Departures of Children Policy

Jamboree Heights OSHC’s responsibility for the child begins when she/he enters the premises and ends when the child leaves the premises in keeping with the Policies and Procedures set out below. For the safety and protection of children, and in keeping with Duty of Care considerations, Jamboree Heights OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulations 2000*
* *Australian Government Department of Education Children’s Services Handbook*
* *Duty of Care*
* NQS Area: 2.3.1, 2.3.2; 4.1; 4.2.1; 6.1.1, 6.1.3; 6.3.2; 7.1.1, 7.1.2; 7.3.
* Policies; 2.3 – Educator Ratios, 2.12 - Managing Duty of Care – Non-Attending Children, 2.14 – Bookings and Cancellations.

## 📋 Procedures

**HOURS OF OPERATION**

**Before School Care** 6:30am to 9:00am **After School Care** 3:00pm to 6:30pm

**Vacation Care** 6:30am to 6:30pm **Pupil Free Days** 6:30am to 6:30pm

All Children will be signed in and out using the electronic QK Kiosk system by the parent/guardian or other person (authorized nominee) whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorized to do so. At no time should a child be dropped off at the school or OSHC gate or other and walk alone to the service, Jamboree Heights OSHC will not take responsibility if something was to happen if the proper drop off procedure was not taken.

* Before School Care: All children must be signed in by an authorized person and signed out by an educator;
* After School Care: All children must be signed in by an educator and signed out by an authorized person;
* Vacation Care/Pupil Free Days: All children must be signed in and out by an authorized person.
* **Authorized Person**
* An authorized person is a person who is a parent, guardian, legally appointed guardian, carer or any person who has been appointed by the parent, guardian, legally appointed guardian, carer who is over the age of 16. This also includes a person nominated on the Emergency Contact List (enrollment form). Any person who is not on the contact list, must have prior permission and must supply proof of identification as per the regulations.
* Any person who is under the age of 16, requiring to be an Authorised person for the purpose of signing a child in or out of the service, must have prior approval from the parent, guardian, legally appointed guardian or carer. This request must be reviewed and approved by Jamboree Heights OSHC Coordinator, with further approval by Jamboree Heights P & C. Until the request has been approved**, no person under the age of 16 shall be authorized to sign a child in or out from Jamboree Heights OSHC.**

Absences will be initially entered by an educator and must be confirmed by an authorised person as soon as possible.

Cancellation of bookings will only be accepted by parents/guardians.

**Afternoon Sign in Process**

3.00pm

* Children begin arriving at the centre and go to the educators on sign in to be signed in.
* Prep and Grade one children will be picked up from their classrooms by educators
* Educators picking up prep and grade one children will check with teachers about absent children.
* Educators picking up prep children are required to check the children’s notes pockets to ensure all children have their take home notes for parents before rendezvousing with the other prep classes at the end of the main prep building.
* Once both groups of preps have arrived at the rendezvous point educators will double check the list to ensure all preps are present.
* During Prep and Grade One pick up, extra time may be needed in order to assist children who are struggling with the transition from school to OSHC.

3.15pm

* All expected children should have arrived at the centre and been signed in
* Sign in educators check via radio with educators in the afternoon tea area for children that are expected and have not arrived. Children who are present but have not signed in are reminded to sign in when they first arrive at OSHC and/or sent down to the sign in personally.
* Sign in educator calls office to check if Office staff are aware of the children’s absences or early departure from school. (absences are applied if known)
* If Applicable sign in educator requests a spare educator check outside activities that are held on school grounds and suspect missing children may be attending.

No later than 3.30pm

* Sign in educator begins phoning parents to confirm absences of children and mark appropriately on the roll.
* If children are supposed to be at service staff will follow Arrival of Children flow chart located on end of file cabinets near Educational Leader desk and on wall next to coordinator desk. Emergency Services will be called if the child is still not found and OSHC has received no notification of a change to their bookings.

As from when the child has been duly signed in by the authorised person, Jamboree Heights OSHC takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave Jamboree Heights OSHC unaccompanied, or to be released to a person other than the parent or guardian of the child, or to an authorised nominee as permitted under the above procedure. If in doubt, the nominated supervisor/responsible person will contact a parent/guardian immediately to discuss.

Where no written authority has been received, the parent/guardian must give permission by email for an alternative person to collect the child or for the child to leave Jamboree Heights OSHC unaccompanied. The parent must provide the name of any such person concerned and photo proof of their identity will be required on arrival.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.

Children attending swimming lessons and other school-based before or after hours activities will NOT be walked to or walked back from these activities by Jamboree Heights OSHC educators. Children attending and returning from these activities are the responsibility of the provider of the activity until they arrive back and are signed into Jamboree Heights OSHC. It is the responsibility of the parent or guardian to ensure an activity permission form has been completed prior to the child attending additional activities. Verbal instruction can be given over the phone with written documentation to be given as soon as possible. Documentation of the verbal conversation to be recorded in the diary.

### Preps

### Educators escorting Preps to class in the morning after signing out from OSHC will be required to sign the children into their respective classes on the forms provided by the school for Semester 1.

Educators collecting preps from their classrooms will be required to inform the teacher of which children they are taking from their classrooms prior to signing into OSHC.

### Grade One

Educators escorting Grade Ones to class in the morning after signing out from OSHC will be required to supervise the children until they are safely in their classrooms. In Term 3, children may walk to and from their classrooms unaccompanied by Educators, this is only with written parental permission. Which will be provided in the last few weeks of Term 2.

Educators collecting Grade Ones from their classrooms will be required to inform the teacher of which children they are taking from their classroom where possible prior to signing into OSHC.

### Late Arrivals and Departures

If children who are booked in to Jamboree Heights OSHC for care have not arrived within fifteen minutes of expected arrival, the school class & administration will be contacted to confirm attendance and then the parent/guardian will be contacted on the phone numbers in our records, including emergency contact numbers. At this point if no contact has been made emergency services will be contacted about the missing child.

If at closing time children have not been collected or parents have not made arrangements for collection within 15 minutes of normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian.

In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

### Children Leaving Without Permission

* If a child leaves Jamboree Heights OSHC in any other circumstances and for any reason without permission, the nominated supervisor/responsible person will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.
* Educators will not leave Jamboree Heights OSHC to pursue a child if:
* It will or may leave the other children in Jamboree Heights OSHC with insufficient supervision; or
* It will or may expose that staff member to an unacceptable risk of personal harm.

2.5 Reporting of Child Abuse Policy

Jamboree Heights OSHC applies the following principles:

* Jamboree Heights OSHC recognises the complexity and sensitivity surrounding the issue of suspicion of child abuse and the decision-making process of whether or not to report it.
* Whilst treating the interests of the child as paramount, Jamboree Heights OSHC must respect the reputation of all involved in suspected cases of child abuse.
* Jamboree Heights OSHC recognises that relying on information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.
* It is the responsibility of the nominated supervisor to report any incidents of suspected child abuse either occurring to the child at the service or at another location in conjunction with the Jamboree Heights P&C Executive and professional advice obtained from the Department of Child Safety or Queensland Police.
  + Also the responsibility of all educators to inform the nominated supervisor of any incidents of suspected child abuse.
* The nominated supervisor, in conjunction with the Jamboree Heights P&C Executive will report immediately any serious injury, death or suspected harm to the Department of Education and Training - Early Childhood Education and Care.

Jamboree Heights OSHC has developed a 'Child and Youth Risk Management Strategy' to assist Educator, Management, Families, Children and the JHOSHC community understand child abuse and support the safety and wellbeing of all the children at Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulations 2000*
* *Duty of Care*
* NQS Area: 2.3.2, 2.3.4; 4.2.1; 5.1.3; 5.2.3; 7.1.1, 7.1.2; 7.2.3, 7.3.
* Policies: 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.10 - Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 8.4 – Educator Professional Development and Learning.

## 📋 Procedures

* The Coordinator shall ensure that Jamboree Heights OSHC and all educators have appropriate and up to date information regarding their legal obligations to report abuse.
* Educators shall report all reasonably suspicious circumstances or allegations of abuse to the nominated supervisor who, before taking any action must satisfy herself/himself that there are reasonable grounds for the suspicion/allegation and that the motives of those concerned are genuine.
* If the nominated supervisor is still concerned but is unsure he/she will discuss their concerns with a person skilled in dealing with these situations (e.g. Department of Communities, Child Safety and Disabilities Services; Department of Education and Training - Early Childhood Education and Care; Queensland Police)
* Before making any final decision as to the appropriate steps, other possible avenues for information and support will be considered, such as the child’s teacher, the School Principal or the school guidance officer.
* All persons involved in a case of suspected child abuse will be treated with sensitivity and respect and all information to the case will remain confidential (see Policy 10.8 - Information Handling (Privacy and Confidentiality)).
* The Jamboree Heights P&C Executive will be contacted immediately.
* The nominated supervisor and representative of the Jamboree Heights P&C Executive will complete the relevant Notification of Serious Incident Forms and forward them immediately on to the Department of Education and Training - Early Childhood Education and Care

Relevant educators will record all details and objective observations immediately. This record is to be kept separate from any incident book and is to remain confidential.

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| ***Policy Controls*** | | | |
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| Version: | 2 | Date of review: | 27/11/2019 |

2.6 Behavior Support and Management Policy

Jamboree Heights OSHC recognizes the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children and the variety of diverse backgrounds.

Behavior support and management strategies play a vital role in providing a safe and happy environment for all children. Families, staff and children all have roles to play, as detailed in this Policy. Behavior support and management are approached through:

* Consistency, understanding and supporting children to self-regulate their behavior;
* Respecting each individual child, preserving and promoting their self-esteem;
* Encouraging positive behavior using praise and effective programming; and
* Having regard to the other principles set out in the Philosophy Statement of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Duty of Care
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* NQS Area: 1.1.5, 1.1.6; 2.1.1; 2.3; 4.1; 4.2.1; 5.1; 5.2; 6.1.1, 6.1.3; 6.2; 6.3.2, 6.3.3; 7.1.2, 7.1.4, 7.1.5; 7.2.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
* Policies: 2.1 - Respect for Children, 2.3 – Educator Ratios, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Special/Additional Needs, 3.3 – Educators Practice, 3.10 – Observational Recording, 4.6 – Medication, 5.2 - Food and Nutrition, 9.3 – Communication with Families, 9.5 – Complaints Handling.

## 📋 Procedures

Educators are trained to respond to various developmental stages of the differing ages of the children who attend Jamboree Heights OSHC, and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of Jamboree Heights OSHC.

Educators involve the children as far as reasonably possible in developing behaviour expectations for Jamboree Heights OSHC. The behaviour expectations developed by the children are as follows:

* Respect others and ourselves
* Follow instructions immediately
* Hands and feet to yourself
* Remember OSHC is ours and needs to be cared for by all.

These behaviour expectations will be clear, child focused, based on acceptable wider community expectations, easy to understand and will be on display throughout Jamboree Heights OSHC. This information is also in the Educator Handbook and in the Family Handbook issued to all parents/guardians on enrolment.

Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are necessary.

Educators are required to:

* + Model appropriate behaviour, including using positive language, gestures, facial expressions and tone of voice;
  + Monitor children’s play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviours;
  + Constantly and consistently use positive guidance strategies when reinforcing Jamboree Heights OSHC behaviour expectations;
  + Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions;
  + Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Supervised exclusion will be used where required to allow a cooling off period for the child. This exclusion will be no longer than 10 minutes. Educators will use this time to speak with the child to assist in finding possible reasons for the inappropriate behaviour exhibited.

Educators are required to follow Jamboree Heights OSHC behaviour management strategies and techniques, including completion of an incident report to be signed by the parent/guardian at the end of the day.

Behaviour support plans will be implemented if deemed necessary by the Coordinator. Support plans will be developed collaboratively with the Coordinator, parent/guardian, child, the school and other health/educational professionals as required.

Parents/guardians are not permitted to approach other children attending Jamboree Heights OSHC regarding behavior incidents and/or issues. In the event of this policy being broken Staff are to ask that family/ person to leave, if refusing to leave Coordinator is to call the police.

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| ***Policy Controls*** | | | |
| Endorsed by: | Jamboree Heights P & C Executive Committee | Date Endorsed: | 16/03/2020 |
| Date implemented: | 16/03/2020 | Date families notified | 25/03/2020 |
| Version: | 2 | Date of review: | 27/11/2019 |

2.7 Exclusion for Behavioural Reasons Policy

Jamboree Heights OSHC has a Duty of Care to all children who attend and educators who work within, Jamboree Heights OSHC. If:

* A child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons in Jamboree Heights OSHC;
* In the Coordinator’s reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in Jamboree Heights OSHC; and
* The behaviour support and management procedures (see policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures;

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

Unless a differentiated management plan has been organised in direct consultation with management and medical personnel, with final approval by the P&C executives is in place.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* NQS Area: 2.1.1; 2.3.2; 4.2.1; 5.2.2, 5.2.3; 6.1.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
* Policies: 2.1 - Respect for Children, 2.6 - Behaviour Support and Management, 3.10 – Observational Recording, 9.3 – Communication with Families, 9.5 – Complaints Handling.

## 📋 Procedures

If, after following the Behaviour Support and Management Policy, the unacceptable behaviours continue;

Within a twelve-month calendar year, the first and second instances of a child breeching Jamboree Heights OSHCs Rules of Behaviour, an educator will complete and sign an Incident Report form, the parent /guardian will be required to sign the Incident Report form upon review with the educator or Coordinator. The Incident Report form will be kept in the individual child's file.

A third incident, after the above steps have been followed, will require a letter to be sent to the parent/guardian form the Jamboree Heights State School OSHC Management team stating the child cannot attend Jamboree Heights OSHC for one week.

At the end of the week a meeting will be held with the Coordinator and/or Assistant Coordinator and the parents/guardians to discuss possible strategies for the inclusion of the child back within Jamboree Heights OSHC. The date of this meeting will be arranged upon suspension and must be conducted prior to the child’s readmittance at JHOSHC. If this meeting is not completed, the child will not be able to attend OSHC.

Upon return, the same procedure will follow. The first and second instances after first suspension of a child breeching Jamboree Heights OSHCs Rules of Behaviour, an educator will complete and sign an Incident Report form, the parent /guardian will be required to sign the Incident Report form upon review with the educator or Coordinator. The Incident Report form will be kept in the individual child's file.

A third incident, after the above steps have been followed, will require a letter to be sent to the parent/guardian form the Jamboree Heights State School OSHC Management team stating the child cannot attend Jamboree Heights OSHC for four weeks.

At the end of the four weeks a meeting will be held with the Coordinator and/or Assistant Coordinator, P&C Executive representative (where necessary, to be dictated by the Coordinator) and the parents/guardians to discuss possible strategies for the inclusion of the child back within Jamboree Heights OSHC. The date of this meeting will be arranged upon suspension and must be conducted prior to the child’s readmittance at JHOSHC. If this meeting is not completed, the child will not be able to attend OSHC.

If behaviour is evident upon readmission, permanent exclusion will apply with Jamboree Heights P&C Executive kept informed at every stage of the process.

The Coordinator may always use their discretion to decide if a lesser or greater suspension period is required. This will be discussed as a management team and, where necessary, the P&C Executive committee before further discussion with the parent/guardian.

For before school care sessions: The Coordinator will use their discretion as to how to proceed. Parents will be called and notified, and the child may be excluded from play for that morning.

### Physical danger to child or others

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

The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and Jamboree Heights State School P&C Executive.

### Exclusion from school

For services located on a school site, if the Coordinator becomes aware of any child, who usually attends Jamboree Heights OSHC, being excluded from the school, they will:

* Contact the school to confirm exclusion;
* Speak with the Principal to confirm if exclusion applies at the OSHC service;
* Contact the parent to confirm exclusion from Jamboree Heights OSHC (in accordance with Principal’s direction).

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| ***Policy Controls*** | | | |
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2.8 Anti-bullying Policy

As part of Jamboree Heights OSHC’s Behaviour Support and Management Policy, specific details in regard to Jamboree Heights OSHC's approach to issues of bullying are described in the anti-bullying policy. Jamboree Heights OSHC has a duty of care to all children who attend as well as educators and staff who work within Jamboree Heights OSHC.

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* Child Protection Act 1999 and Regulations 2000
* Family and Child Commission Act 2014
* *NQS Area: 1.1.5, 1.1.6; 2.1.1; 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.3, 5.2; 6.1.1, 6.1.3; 6.2.1, 6.2.2; 6.3.2, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* Policies: 2.1 - Respect for Children, 2.6 - Behaviour Support and Management, 3.10 – Observational Recording, 9.3 – Communication with Families, 9.5 – Complaints Handling.

## 📋 Procedures

### Educators will:

* Model caring and tolerant behaviour towards children, parents and other staff members;
* Manage all observed or reported incidences of bullying as set out in this policy under “Responding to a Bullying Incident”;
* Carefully monitor children’s behaviour while participating in any of Jamboree Heights OSHC’s programs or activities;
* Encourage children to report any incidents of bullying that they are either involved in or witness;
* Protect the target from further harm;
* Assist the bully to change his/her behaviour; and
* Keep a record of bullying behaviour by completing a JHOSHC Incident Report.

**Children will be encouraged to**

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

**Parents will be encouraged to**

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

**Responding to a bullying incident**

Jamboree Heights OSHC is committed to implementing positive and permanent solutions to bullying. Educators, children and parents will work together to stop all bullying as part of the ‘no tolerance’ approach.

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

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

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

* Interview with Coordinator, parents notified. Appropriate report on incident and management details completed. Appropriate consequences for incident discussed and implemented.
* Monitoring of implementation of consequences.

Further offences may result in suspension from Jamboree Heights OSHC. Re-entry may require an agreed behaviour contract.

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| ***Policy Controls*** | | | |
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2.9 Inclusion and Anti-bias Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* QLD Anti-Discrimination Act 1991
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 2.2.2; 3.1.3; 3.2.1; 4.2; 5.1; 5.2; 6.1.1; 6.2.2; 6.3.3; 7.1.2, 7.1.3, 7.1.5; 7.2.1,7.2.3; 7.3.4, 7.3.5.*
* Policies: 2.1 - Respect for Children, 2.6 – Behaviour Support and Management, 2.11 – Including Children with Special/Additional Needs, 3.3 – Educators Practice, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.

## 📋 Procedures

**Parents will**

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

**Educators will**

* Ensure that their language and daily practices are inclusive and non-discriminatory;
* Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development and active participation of in-service training;
* Self –evaluate and monitor their biases concerning gender, stereotypes or other differences between children;
* Ensure their behaviours comply with Jamboree Heights OSHC’s policies and code of conduct;
* Utilise the parent’s expertise in relation to their child’s needs and communicate effectively with parents;
* Observe the local community of Jamboree Heights OSHC;
* Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs;
* Incorporate into the program advice identified through consultation with other professionals, the child’s family and those with particular expertise in relevant areas;
* Ensure that their interactions with children:
  + Promote gender equality;
  + Promote equality regardless of race, culture or differences;
  + Encourage children to develop to their full potential regardless of different abilities or needs;
  + Acknowledge and value children’s unique and individual differences.
* Implement a range of practices to actively counteract bias or prejudice such as:-
  + Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds;
  + Use anti-bias language when communicating with children and families;
  + Talking to children about differences in positive ways;
  + Celebrating occasions that are relevant to a variety of cultures;
  + Sharing information with children about different cultures and ability backgrounds;
  + Providing inclusive models when discussing family structures with all children;
  + Providing inclusive resources, experiences and materials;
  + Providing information for children and families in other languages when appropriate;
  + Displaying posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds; and
  + Ensuring the physical environment reflects an inclusive and anti-bias approach.

**Management will**

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

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| ***Policy Controls*** | | | |
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2.10 Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm Policy

Jamboree Heights OSHC actively works to provide all children with a safe and suitable environment. In the event that a child or relative discloses information to an adult, Jamboree Heights OSHC shall implement the following procedures to ensure that this information is managed appropriately and that all suspicions of harm are reported in accordance with relevant legislative requirements.

Harm is defined under the Child Protection Act 1999 as ‘any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child’s wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child’s presentation, functioning or behaviour.

Harm may be categorised in the following types:

* **Physical abuse**, non-accidental,for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication;
* **Emotional or psychological abuse**, for example, hostile parenting, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement;
* **Neglect**, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school; and
* **Sexual abuse** or exploitation, penetration, sexual jokes/talk/conversations or touching and exposing children to pornography.
* **Family and domestic** **violence.** There is an increased risk for a child living in a house experiencing domestic violence that their basic childhood needs may not be met, including their need for care and protection by the parents. Witnessing violence between parents can have a serious impact on the emotional wellbeing and development of a child. It can impact on their self-image, their response to other people and their ability to form healthy relationships as adults

(Added from QCAN. Child protection, Mandatory Reporting & Promoting safe Behaviours in OSHC)

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* Child Protection Act 1999 and Regulations 2000
* NQS Area: 2.3.4; 4.2.1; 5.2.3; 6.2.2; 6.3.1; 7.1.1, 7.1.2, 7.1.5; 7.3.
* Policies; 2.1 - Respect for Children, 2.5 – Reporting of Child Abuse, 2.7 – Supporting Complex Behaviours, 2.8 – Anti-bullying, 2.23 – Interactions and Relationships to Children, 3.10 – Observational Recording, 4.5 – Incident, Illness, Injury or Trauma, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.5 – Complaints Handling, 10.8 – Information Handling (Privacy and Confidentiality), 10.33 – Managing Notifications

## 📋 Procedures

Jamboree Heights P&C Executive will ensure that educators receive appropriate child protection training, in particular ensuring that all educators are aware of the existence and application of the current child protection law and any obligations they may have under that law.

Jamboree Heights P&C Executive will consult, support and plan appropriate courses of action when suspicions of abuse and harm arise. Ensure that educators receive information and support on how to handle situations where information is disclosed to them by a child or by a member of the child’s family or other person.

For educators - If you have suspicions that a child is being abused, an appropriate response should include the following:

* Have access to a copy of Jamboree Heights OSHC’s internal policy, 'Child and Youth Risk Management Strategy' and be knowledgeable about how to respond appropriately;
* Be alert to any warning signs that may indicate the child is being abused;
* Observe the child and make written notes as soon as you begin to have concerns. Pay attention to body cues such as changes in the child’s behaviour, ideas, feelings and the words they use;
* Have gentle, non-judgmental discussions with the child. Expressing your concern that the child looks sad or unwell can result in disclosures. Do not pressure the child to respond and do not ask leading questions that put words into a child’s mouth’
* Assure the child they can come and talk to you when they need to, and listen carefully to a child when he/she does;
* Promptly advise the person nominated by your organisation of your concerns;
* Seek expert advice or make a report by ringing the Department of Communities, Child Safety and Disability Services or the Queensland Police Service.

Educators shall report such information or suspicions of harm in a confidential manner to the Coordinator or a Jamboree Heights OSHC P&C Executive Member.

The Coordinator or Jamboree Heights OSHC P&C Executive Member shall take the required action following a disclosure or suspicion of harm:

* Ensure that the disclosure/suspicion of harm is documented by the educator involved as soon as possible;
* Report to the Department of Communities, Child Safety and Disability Services, Queensland Police Services and/or the Department of Education and Training - Early Childhood Education and Care to formally lodge the disclosure using the appropriate reporting mechanisms;
* If appropriate, and upon the seeking of professional advice, Jamboree Heights OSHC may arrange a meeting with the family to discuss the nature of the disclosure or allegation. Such a meeting may include the involvement of appropriate support persons.

The Department of Communities, Child Safety and Disability Services may be contacted by any member of staff to obtain professional advice in regard to reporting the disclosure.

The educator receiving the disclosure may be required to speak with the Queensland Police Services as part of their investigations. Under section 22 of the *Child Protection Act 1999,* a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

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| ***Policy Controls*** | | | |
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2.11 Including Children with Special/Additional Needs Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Disability Discrimination Act 1999
* QLD Anti-Discrimination Act 1991
* *Inclusion and Professional Support Program Guidelines (2013-2016)*
* *NQS Area: 1.1, 1.2; 2.1.1, 2.1.2; 2.2; 2.3.1, 2.3.2; 3.1.3, 3.2; 4.1; 4.2.1; 5.1; 5.2; 6.1; 6.2; 6.3; 7.1.1, 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.1 - Respect for Children, 2.3 - Educator Ratios, 2.9 – Inclusion and Anti-bias, 4..9 - Children’s Toileting, 9.1 - Access, 9.2 – Enrolment, 9.3 – Communicating with Families.*

## 📋 Procedures

The parent/guardian will be required to provide relevant information upon enrolment about their child/ren which pertains to the child’s special/additional need. This shall be in the format of appropriate questions on the enrolment form and interview procedure.

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

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

Parent/guardian permission shall be requested should Jamboree Heights OSHC wish to make contact with the Inclusion Support Agency. This shall be in the format as required by the ISA.

Jamboree Heights OSHC shall contact the Inclusion Support Agency to obtain advice and information about the inclusion process as required.

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

Jamboree Heights OSHC shall appropriately assess their capacity to include the child within Jamboree Heights OSHC through conducting a risk management process if necessary.

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

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

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2.12 Managing Duty of Care – Non-attending Children Policy

Jamboree Heights OSHC recognizes that on the rare occasion, children not enrolled into the OSHC service or attending the OSHC service may seek assistance from the OSHC educators or management. For whatever reason the children seek assistance from the OSHC to ensure their safety and wellbeing, the OSHC employees shall at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity.

This policy is recommended as guidance in making appropriate decision which are in the best interests of preserving the safety and wellbeing of all children.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 2.3.2, 2.3.3; 6.1.3; 6.3.2; 7.3.2, 7.3.5.*
* *Policies: 2.3 - Educator Ratios, 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families.*

## 📋 Procedures

Jamboree Heights OSHC shall endeavour to establish a mutually beneficial relationship coexistent policy with the school to ensure that the duty of care is upheld by all parties involved. To this extent Jamboree Heights OSHC will:

* Follow school procedure by sending children to the office if they are not booked into OSHC;
  + Refer to implemented arrival of children flow chart.
* Communicate with the office by telephone or in person that the child has been referred to the office for collection by parents or guardians.

If the school office is unattended the Coordinator shall observe the following procedure when recording children as attending who are currently enrolled at Jamboree Heights OSHC:

* Make reasonable attempts to call parents or authorised persons;
* Ensure strict adherence to ratios and other legislative guidelines.

If the school office is unattended the Coordinator shall observe the following procedure when observing their duty of care for children who are not currently enrolled in the OSHC service:

* Make reasonable attempts to call parents or authorised persons (including the School Principal or Administration) known to the child;
* Ensure the child/ren are safe and secure but not participating in the licensed activities of Jamboree Heights OSHC;
* Call the Police for support when a reasonable time has passed without any notification.

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2.13 Use of Photographic and Video Images of Children Policy

Jamboree Heights OSHC acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children attending Jamboree Heights OSHC to support and promote their involvement in relevant programs and activities. Parent permission is obtained prior to any photographs/videos of children being taken or displayed.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Family and Child Commission Act 2014*
* *Privacy Act 1988 and Regulations 2013*
* *Child Protection Act 1999 and Regulations 2000*
* *NQS Area: 1.1.4; 4.2.1; 5.2.3; 6.1.1, 6.1.2; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.1 - Respect for Children, 3.2 - Program and Documentation Evaluation, 3.10 - Observational Recording, 9.2 - Enrolment, 10.8 - Information Handling (Privacy and Confidentiality), 10.12 - Information Technology.*

## 📋 Procedures

Parents/guardians shall be required to authorise permission for such images of their children to be taken and used by Jamboree Heights OSHC on relevant enrolment forms and documentation. Parents/guardians shall also be informed of the procedure for processing photographic images.

Such permission shall explicitly include local community and in-service activities and events.

Parents/guardians shall be requested for special permission to be granted for photographs taken which are intended to be used for programming, evaluation and promotional purposes and may be viewed by persons outside of the local community in which Jamboree Heights OSHC resides.

Employees of Jamboree Heights OSHC shall only be permitted to photograph children using equipment owned solely by the OSHC service.

Processing of photographs shall be conducted at professional photographic laboratories or within Jamboree Heights OSHC using the printing equipment available.

To protect the privacy of families, children with their own electronic devices (e.g. mobile phone, DSI, etc.) will be encouraged not to photograph other children or educators with their own electronic devices.

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2.14 Bookings and Cancellations Policy

Jamboree Heights P & C Executive the Management of Jamboree Heights OSHC seeks to implement processes to ensure that the OSHC service operates efficiently and effectively and that future planning considerations for Jamboree Heights OSHC are met through maintaining appropriate records and procedures for children’s bookings and cancellations. This will ensure future needs of Jamboree Heights OSHC can be accessed through the maintenance of appropriate waiting lists and or availability of places.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Australian Government Department of Education Children’s Services Handbook*
* *NQS Area: 4.1; 6.1.1, 6.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 3.5 - Excursions, 9.2 - Enrolment, 9.3 - Communication with Families, 10.4 - Fees.*

## 📋 Procedures

### Before and After School Care

When bookings are made by authorised parties for children to attend Jamboree Heights OSHC, it shall be required that:

* The priority of access requirements are followed;
* A completed enrolment form is received for that child prior to their attendance at Jamboree Heights OSHC;
* Parents/guardians are made aware of Jamboree Heights OSHC policies and procedures and have been provided with appropriate information in respect of the booking processes.

All staff shall be trained in the taking and management of bookings and these shall be recorded on appropriate forms and lists.

A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason and reasonable notice not given, shall be required to be paid in full. CCB will apply in accordance with allowable and approved absence provisions.

Casual bookings shall only be available to families where Jamboree Heights OSHC has approved places available.

Jamboree Heights OSHC shall comply with reporting of bookings requirements as prescribed by the Australian Government Department of Education through the Child Care Services Handbook).

Bookings are required by all families who seek to use Jamboree Heights OSHC on a permanent or casual basis.

At the end of each calendar (school) year, Jamboree Heights OSHC will manage permanent bookings for before and after school care as follows:

* At the end of each school year, all permanent bookings for before and after school care are cleared and become vacancies.  Families will be required to complete a new enrolment form, which includes a booking form with notification of booked days for the coming school year.

Please note:  All families will update their enrolment information, which is released prior to the beginning of a new school year.  Any vacancies that arise become subject to the priority of access policy in determining a place to fill that vacancy.

Changes to bookings and/or cancellations will only be taken:

* From a parent/guardian/authorised persons;
* In writing, however, the preferred method is online.

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

All Term time cancellation of bookings must be done 24 hours before the session starting or a fee, equal to the fee for that session will be charged.

### Vacation Care

In addition to the above, Vacation Care and Pupil Free Day bookings shall:

* Be completed on an appropriate booking form distributed with the program;

Cancellation of bookings for vacation care must be made with 24 hours' notice or a fee, equal to the fee for that session will be charged. Excursion and Incursion days cancelation needs to have 1 weeks’ notice otherwise they will attract the prescribed fee unless another child is on the waiting list and can take the absent child's place or the day is cancelled one week prior to the holiday period commencing.

**Vacation Care Late Fees**

Vacation Care close date will be set a week before the start of vacation care. Any booking that comes in after the closing date will occur a fee of $5 per child per session.

### Absences from Child Care

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

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

### Additional Absences

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

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

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

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

### Permanent Cancellation of Care

Families are required to give a minimum of two weeks’ notice, in writing, to advise the service of the permanent cancellation of their booking.

Regardless of the notice period given, if the family has advised that the child will leave the service on a particular day, but that child does not attend their last session(s) of care, the family are not eligible for CCS and the service is entitled to charge full fees for that session. The only exception is where the child was still expected to attend the service even though notice has been given, and the day is able to be claimed as an additional absence by the family (e.g. in case of illness). CCS may only be claimed as per the additional absence guidelines which requires documentation to be provided by the family. Initial 42 days absences may not be claimed for these days.

Outstanding balances of the family account will be managed in accordance with the Fees Policy of the service

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**2.15 Children’s Property and Belongings Policy**

Jamboree Heights OSHC acknowledges that children will bring to Jamboree Heights OSHC or carry with them certain items of personal belongings. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with bringing those belongings by the relevant stakeholders.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Duty of Care*
* *NQS Area: 1.1.5, 1.1.6, 1.2.1; 2.3.2, 2.3.4; 5.1.1; 6.1.1,*
* *Policies: 2.1 - Respect for Children, 2.9 - Inclusion and Anti-bias, 2.17 – Children Accessing the Internet, 2.18 – Cyber-bullying, 2.19 – Children’s Media Viewing, 3.5 - Excursions, 9.2 - Enrolment, 9.3 - Communication with Families, 9.5 – Complaints Handling, 10.12 Information Technology*

**📋** Procedures

The family shall be responsible for providing the child with appropriate belongings and property required for active participation in Jamboree Heights OSHC. Such property may include (but is not limited to):

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

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

Jamboree Heights OSHC shall inform parents/guardians through relevant newsletters and publications such as the Family Handbook of appropriate personal belongings required at Jamboree Heights OSHC.

Jamboree Heights OSHC shall not take responsibility for any of the children’s personal property or belongings, but will endeavour to:

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

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

At Jamboree Heights OSHC we understand that children attend different activities during the year, which may include bringing iPads and instruments to OSHC as they have no other place to store them before being taken home for the night. No responsibility shall be taken whatsoever for any of these items brought to Jamboree Heights OSHC which may become lost or damaged as a result, we have however made accommodation for some of these belongings for safety. It is expected that iPads are placed into their respected filing cabinet with marked classrooms of the child and instruments are encouraged to be placed Infront of the storage room where possible.

On Vacation Care and Pupil Free Days children will be allowed to bring mobile devices such as iPads, game consoles and mobile phones to Jamboree Heights OSHC. Educators will be available to monitor usage of children’s personal mobile devices with personal apps and access to parental provided internet. This includes no social media/chat forums or any outsides platforms facilitating interactions with strangers. (e.g. YouTube, Facebook, Instagram, tik tok) while at Jamboree Heights OSHC only at set times. The devices will be placed in the iPad cabinets for safety.

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Jamboree Heights OSHC shall provide appropriate storage for lost property which shall always be available to children and families .

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

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2.16 Promoting Protective Behaviours Policy

Jamboree Heights OSHC considers its role in the protection of children of utmost importance and therefore takes a proactive approach in supporting families and children through promoting protective behaviours to ensure children’s ongoing safety, wellbeing and protection.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulations 2000*
* *Duty of Care*
* *NQS Area: 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.1, 5.1.3; 5.2.2, 5.2.3; 6.1.2; 6.2.1, 6.2.2; 6.3.1; 7.3.5*
* Policies: 2.1 – Respect for Children, 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.10 - Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 3.3 – Educator Practices, 9.3 – Communication with Families, 9.6 – Parent and Community Participation.

## 📋 Procedures

Management, coordinators and educators shall be committed to providing an environment that encourages children’s personal safety and promotes the wellbeing of all children at all times.

Coordinators and educators support children’s personal safety through:

* Reinforcing protective behaviour strategies such as:
  + ‘We all have the right to feel safe all of the time’; and
  + ‘Nothing is so awful that we can’t talk to someone about it’.
* Encouraging children to interact and/or physically touch other children in a safe and non-threatening way;
* Building on children’s problem solving, reasoning and communication skills (e.g. brainstorming safe strategies for unsafe situations).

Coordinators and educators actively encourage children’s personal safety behaviours in all sorts of situations including:

* Outside in the sun;
* Using the road while walking or riding;
* Being cautious and aware of strangers;
* Who to go to for help if lost or feeling uncomfortable about an event or person.

Coordinators and educators collaborate with families to ensure children’s learning about personal safety is culturally appropriate.

Coordinators liaise with school administration to ensure awareness of personal safety programs provided within the school setting. These events are communicated to educators to prepare them for children’s questions and/or comments.

The Coordinator liaises with management and families to develop and implement strategies for providing opportunities for personal safety programs for children to be included as part of Jamboree Heights OSHC program.

Reference: ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma

foundation:

http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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2.17 Children Accessing the Internet Policy

Jamboree Heights OSHC acknowledges that children may access the internet for educational and/or recreational purposes during the operational hours of the program. Therefore Jamboree Heights OSHC takes a proactive approach to educating children on safe and secure internet usage. This policy aims to establish guidelines on access to the internet and/or online social networking, with the aim of protecting children from risk of harm.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulations 2000*
* *Privacy Act 1988 and Regulations 2013*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *Duty of Care*
* *NQS Area: 1.1.1, 1.1.6; 2.3.1, 2.3.2, 2.3.4; 3.2.2; 4.2.1; 5.1.3, 5.2.2, 5.2.3; 6.1.1, 6.3.2; 7.3.5.*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.8 – Anti-Bullying, 2.15 – Children’s Property and Belongings, 2.18 – Cyber-bullying 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 9.3 – Communication with Families, 10.12 – Information technology.*

## 📋 Procedures

### Definitions

‘Internet’: refers to the world wide web of computer systems that facilitates the transmission and exchange of data. Information search engines and web browsers include, but are not limited to, Google, Firefox and Internet Explorer.

‘Social Networking Media’: refers to any online tools or functions that allow people to communicate or share information via the internet. This includes, but is not limited to, applications such as Facebook, YouTube and Twitter.

‘Mobile device’: refers to devices that have non-Wi-Fi internet access such as iPads, tablets, iPods, and mobile phones

### Service Responsibilities

Jamboree Heights OSHC will ensure that all service computers and mobile devices with internet access are fitted with adequate security and filtering software to prevent access to inappropriate information and web sites. This includes wireless access.

Software should be regularly updated and reviewed for efficacy.

Jamboree Heights OSHC will ensure all educators are provided with training and support in managing instances of inappropriate use of the internet by children in accordance with relevant aspects of Jamboree Heights OSHC’s behaviour support guidelines.

In collaboration with the children, Jamboree Heights OSHC will develop and implement guidelines for accessing the computers/mobile devices and their internet usage whilst in attendance at Jamboree Heights OSHC. This may include the development of ‘user agreements’, in collaboration with children and families.

Jamboree Heights OSHC will make available to children and families relevant information about protecting children online and may include such material in service newsletters or other correspondence to children and families. (See the reference list for a variety of resources where suitable and relevant information may be accessed).

Jamboree Heights OSHC will have clear guidelines on the use of children’s personal belongings, including mobile devices.

### Educator Responsibilities

Educators will ensure their own practices role model appropriate safety measures when researching information, either individually or with the children.

Educators will ensure children are only able to access the internet at Jamboree Heights OSHC through authorised computers and personal technologies that children bring in. If reports of misuse educators can check histories to check of said misuse.

Educators will encourage children’s safe use of the internet through strategies including, but not limited to:

* Monitoring what children are looking at/for when accessing the internet;
* Monitoring who children are chatting to/interacting with while accessing the internet;
* Regular conversations with children about using the internet safely.

### Family Responsibilities

To read through Jamboree Heights OSHCs ‘online safety agreement' with your child and ensure they understand the guidelines. This is located on the back of your current enrolment forms.

Be aware of your child’s access to data accessible on their own device.

# References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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2.18 Cyber-bullying Policy

Jamboree Heights OSHC acknowledges it has a responsibility and duty of care to ensure that the rights of employees, volunteers, children and families to be physically, emotionally and psychologically safe whilst participating in on-line/internet activities associated with Jamboree Heights OSHC, are protected. This responsibility may extend beyond service on-line/internet activities, where such inappropriate behaviour, impacting harmfully upon employees, volunteers, children and families, becomes known.

This policy aims to articulate the rights and responsibilities of employees, volunteers, children and families associated with Jamboree Heights OSHC with regards to cyber-bullying.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* Child Protection Act 1999 and Child Protection Regulations 2000
* Work Health and Safety Act 2011
* *Duty of Care*
* *NQS Area: 1.1.5, 1.1.6; 2.3.1, 2.3.2, 2.3.4; 4.2.1; 5.1.3; 5.2.2, 5.2.3; 6.1.3; 6.3.2; 7.3.5.*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.8 – Anti-Bullying, 2.15 – Children’s Property and Belongings, 2.16 – Promoting Protective Behaviours, 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance, 10.12 – Information and Technology.*

## 📋 Procedures

### Definitions

‘ICT’: information and communication technology.

‘Cyber-bullying’: involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.

Cyber-bullying might occur over the Internet, in instant messaging (IM), chat rooms, social networking sites, blogs, gaming sites, over the phone by SMS or MMS, by email or via other technologies.

While cyber-bullying is similar to real life bullying, it also differs in the following ways:

* It is invasive, can occur 24/7 with a person being targeted at home, work or anywhere;
* It can involve harmful material being widely and rapidly disseminated to a large audience. For example, rumours and images can be posted on public forums or sent to many people at the ‘press of a button’;
* It can provide the bully with a sense of anonymity and distance from the victim so there is a lack of immediate feedback or consequences.

‘E-crime’: occurs when a computer or other electronic communication device (e.g. mobile phone) is used to commit an offence, is targeted in an offence, or acts as a storage device to an offence.

### Service Responsibilities

Jamboree Heights OSHC will ensure families are aware of the cyber-safety practices encouraged at any time employees, volunteers, children or families are accessing ICT equipment or devices at Jamboree Heights OSHC.

The Coordinator, will ensure all information posted to electronic media (e.g. internet web pages, news groups, web-based forums, Facebook) conforms to acceptable standards of respectable on-line behaviour. This may include ensuring that private information is not accessible on publicly available websites and that images posted don’t include any identifying images of the children without prior written permission from their parent/guardian.

Jamboree Heights OSHC will ensure all educators are provided with training and support in managing instances of cyber-bullying when children are accessing ICT equipment and devices.

Strategies and guidelines will be developed, in collaboration with the children, for using the ICT equipment and devices respectfully whilst in attendance at Jamboree Heights OSHC. This may include the development of ‘user agreements’, in collaboration with educators, children and families.

Jamboree Heights OSHC will have clear guidelines on the use of children’s personal mobile devices, as they are permitted at Jamboree Heights OSHC.

In consultation with management, if there is suspicion that an e-crime has been committed, the Coordinator will report it to the police. Where there is further reasonable suspicion that evidence of a crime, such as an assault, is contained on a mobile phone or other electronic device, the device will be confiscated and handed to the investigating police officer. The electronic device should not be tampered with.

Jamboree Heights OSHC may also be required to complete a ‘Notification of Serious Incident’ form and forward it to the Regulatory Authority.

### Educator Responsibilities

Educators will ensure their own practices role model appropriate safety measures when researching information, either individually or with the children.

Educators will ensure children are only able to access the internet at Jamboree Heights OSHC through authorised computers that have been fitted with appropriate security and filtering software.

Educators will encourage children to follow service guidelines and strategies for dealing with instances of cyber-bullying, as detailed in the OSHC Online Safety Agreement.

Educators will encourage children’s safe use of the internet, through implementing the following cyber-safe practices whilst participating in service related activities:

* Never posting personal information such as address or telephone number online;
* Never posting photos of themselves (such as ‘selfies’) online;
* Not responding to any messages that are mean or in any way make them feel uncomfortable;
* Not sending any messages that may be mean or make another person feel uncomfortable;
* Never agreeing to meet any person they have met online;
* Never giving their internet user name or passwords to another person (even best friends);
* Checking with an educator before downloading or installing any software or games;
* Informing an educator if they access information that makes them feel uncomfortable.

### Family Responsibilities

To read through Jamboree Heights OSHCs ‘online safety agreement’ with your child and ensure they have an understanding of the guidelines.

Informing the Coordinator of any concerns you may have in regards to cyber-safety and your child, whether it is happening at Jamboree Heights OSHC or not.

Be aware of your child’s access to data on devices, whether securely connected through Jamboree Heights OSHC or accessible on their own device.

Encouraging your child to share information, including social networking sites (Facebook) with you as a ‘friend’ to monitor their safety online.

# References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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2.19 Children’s Media Viewing Policy

Jamboree Heights OSHC recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interest of children attending OSHC. Therefore this policy aims to establish guidelines for children’s media viewing while at OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Act 2014*
* Child Protection Act 1999 and Child Protection Regulations 2000
* Copyright Act 1968
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *Duty of Care*
* *NQS Area: 1.1.1; 1.1.2; 1.1.3; 1.1.5; 1.1.6; 2.3.1; 2.3.2; 4.2.1; 5.1.3; 5.2.1; 6.1.2; 6.2.1; 7.3.5*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.15 – Children’s Property and Belongings, 3.1 – Educational Program Planning, 6.2 – Provision of Equipment and Resources, 9.3 – Communication with Families.*

## 📋 Procedures

### Definitions

‘Media’: refers to the communication channels through which news, entertainment, data or promotional messages are disseminated. Media includes every broadcasting medium such as newspapers, magazines, TV, radio, billboards, direct mail, telephone, fax and internet. ‘Media’ also includes data storage material recorded on disks, tapes, CD’s, DVD’s and SD cards.

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

### Service Responsibilities

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

* The ‘public’ viewing of films, DVDs, videos and television; and
* The ‘public’ performance, broadcast or communication of music

Jamboree Heights OSHC will ensure that children’s media viewing is incorporated as part of a varied and balanced program designed to enhance children’s learning and experiences while at OSHC.

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

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

* (G) - the content is **very mild** in impact and is for general viewing. However, some G-classified films or computer games may contain content that is not of interest to children; or
* (PG) – the content is **mild** in impact however, films and computer games may contain content that a parent or caregiver might need to explain to younger children as it may be confusing or upsetting to them.

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

### Educator Responsibilities

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

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

### Family Responsibilities

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

# References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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2.20 Supervision of Children Policy

Jamboree Heights OSHC acknowledges that the safety of children is paramount and therefore takes a proactive approach, through the implementation of specific policies and procedures, to ensure the adequate and appropriate supervision of children whilst enrolled and attending Jamboree Heights OSHC program.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulations 2000*
* *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 1.1.5, 1.1.6; 2.3;4.1; 4.2.1; 5.1.1, 5.2; 6.3.3; 7.1.2, 7.3.5.*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children From Harm, 2.3 – Educator Ratios, 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.8 – Anti-bullying, 2.11 – Including Children with Special/Additional Needs, 2.12 – Managing Duty of Care – Non-Attending Children, 2.17 – Children Accessing the Internet, 2.18 – Cyber-bullying, 2.19 – Children’s Media Viewing, 3.3 – Educator Practices, 3.4 – Homework, 3.5 - Excursions, 3.6 – Transport for Excursions, 3.7 – Physical Activity, 3.8 – Extra-Curricular Activities, 3.11 – Escorting Children, 3.13 – Water Activities and Safety, 4.9 – Children’s Toileting, 6.4 – Shared Facilities, 7.2 – Drills and Evacuations, 7.3 – Harassment and Lockdown, 8.1 – Role and Expectations of Educators, 8.4 – Educator Professional Development and Learning, 8.5 – Volunteers, 8.8 - Employee Performance Monitoring, Review and Management, 9.3 - Communication with Families, 10.9 – Risk Management and Compliance,*

## 📋 Procedures

### Definition

‘Supervision of children’: Knowing and accounting for, the activity and whereabouts of each child in care and the proximity of educators to children at all times to ensure the immediate intervention of educators to safeguard a child from risk of harm.

Supervision is provided by OSHC educators during Jamboree Heights OSHC operating hours and once children are signed in to the program. If children are signed out of the program and remain on the premises, the parent/guardian is responsible for them however, if the child is observed displaying inappropriate behaviour an educator may still apply Jamboree Heights OSHC behaviour management guidelines.

Supervision of children by OSHC educators is not provided in the OSHC car park. Children are encouraged to stay within Jamboree Heights OSHC approved area to wait for arriving parents/guardians.

Jamboree Heights OSHC adheres to the educator ratios as prescribed in the *Education and Care Services National Law Act 2010 and Regulations 2011*, ensuring that educators counted in the educator/ratios are directly working with children.

To ensure the safety and wellbeing of children and educators, there will be at least two educators at all times on the premises whilst children are in care, one of who will be a delegated responsible person for Jamboree Heights OSHC.

Jamboree Heights OSHC is committed to ensuring children are supervised at all times, therefore when planning activities and the necessary supervision requirements, the coordinator/responsible person in charge will ensure consideration is given to the design and arrangement of the indoor and outdoor environment to ensure it supports active supervision by educators.

The number of supervising educators for activities will be determined through the completion of a risk assessment and will be based on:

* The type of activity (e.g. excursion, swimming); and
* The age and capabilities of the children undertaking the activity; and
* The area the activity will be conducted; and
* The age and skill of educators supervising.

Personal mobile phones are not permitted to be used by educators when supervising children, without prior arrangement with the coordinator/responsible person only in the case of an emergency.

All children will be actively supervised whilst accessing the toilet facilities. Children will be required to inform an educator when they need to access the toilet. Educators shall use service walkie talkies to monitor children accessing the toilets.

* Children using the oval and requiring to use the toilet will seek permission from an educator who will use the walkie talkie to inform the educators in the OSHC room which child/ren will be coming up. The OSHC room educator will acknowledge and actively watch for the child/ren and use the walkie talkie to inform the oval educators that the child/ren will be returning. All communications must be acknowledged.
* Children will be encouraged to take filled water bottles to outside activities. Those children without water bottles and requiring drinks will be taken in groups to the bubblers by an educator.

Whilst also informing Educators when they need to access the toilet, this also applies for in general wanting to leave the area and go to a new one. Any given time that they would like to leave their current area with their Educators, they will need to be informed before moving off. Children in prep, grade one or special arrangements are not to be walked by themselves or with each other, it is required that an Educator walk them to and from each area. Where this is not possible a fit and proper child of grade 3 and over will be selected to safety escort the children.

The coordinator/responsible person in charge will ensure that educators receive regular instruction in effective supervision techniques including:

* Scanning – regularly looking around the whole area to observe all the children in the vicinity;
* Positioning – physically positioning themselves in order to observe the maximum area possible;
* Listening – will assist in supervising areas where children may be playing in corners, behind trees or play equipment;
* Being ‘with it’ – ensuring they are aware of the children in their area as well as the children’s skills and capabilities in interacting with others;

Educators will be required to do regular head counts and use service walkie talkies when supervising activities outside or away from the OSHC indoor area. A head count will occur when all children return to the OSHC room after outside activities by 5.00pm.

Educators will use walkie talkies to report and respond to all movements of children. Children's movements will be supervised by educators at all times.

The coordinator/responsible person will be made aware of children involved in behaviour incidents who may require further support, consistent with Jamboree Heights OSHC’s Behaviour Support and Management Policy. Children will be directed to a quiet area and supervised by the coordinator (or other educator) until they are ready to re-join the activity.

To ensure effective supervision of all children participating in their area/activity, educators will be:

* Given guidance and instruction when setting up the environment and/or activities;
* Instructed on the use of various staff communication methods (e.g. use of walkie talkie);
* Aware of the procedures for children accessing the toilet;
* Made aware of children’s individual health and or medical needs and any relevant emergency management plans;
* Made aware of any identified hazards and/or risks to children and the control measures in place;
* Made aware of the children in care, the group dynamics and behaviour strategies that may be useful;
* Made aware of any children in care with special/additional needs.

In the event where a child is seriously injured with first aid being required the Coordinator/Responsible Person will be made aware of the children involved immediately so they may follow the procedures as set out in the Illness, Injury or Trauma Policy (see Policy 4.5) will be followed.

Risk assessments will be developed for activities, excursions and incursions which specifically identify the number of supervising educators required for the relevant activity. All risk assessments must be read and signed off by educators to acknowledge their understanding of supervisory requirements.

For all water and/or swimming excursions, educators will be placed both in and out of the water for effective supervision of children in the water.

Educators under eighteen years of age who are supervising children will be fully supervised by a qualified educator who is eighteen years or over.

During excursions, educators will supervise children, ensuring educator/child ratios are maintained at all times. This includes in toilets and change rooms. If there is no male educator available to supervise the boy’s toilets, female educators must satisfy themselves that it is safe for the child/ren to access the toilets and will remain outside the toilet area until all child/ren have returned.

During excursions, children will not be left in the sole care and custody of bus drivers or any other persons.

Educator ratios for Jamboree Heights OSHC will continue to apply during excursions.

# References

Queensland Children's Activities Network. (2013). *PANOSH Fact sheet #3 - Adequate supervision.* Retrieved from PANOSH - Physical Activity Outside School Hours: www.panosh.com.au

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| ***Policy Controls*** | | | |
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2.21 Children’s Transition to OSHC Policy

Jamboree Heights OSHC recognizes and acknowledges the importance of ensuring children have a smooth transition into the school age care setting. Through this policy, Jamboree Heights OSHC aims to identify and address the support structures and activities required to assist families and children of all ages in making this transition.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* Child Protection Act 1999 and Regulations 2000
* *Duty of Care*
* *NQS Area: 1.1.2, 1.1.3, 1.1.5, 1.1.6,; 2.1.1; 3.1.3, 3.2.1; 5.1, 5.2; 6.1, 6.2, 6.3; 7.2.1, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.11 – Including Children with Special/Additional Needs, 2.14 – Bookings and Cancellations, 3.1 – Educational Program Planning, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis, 4.15 – Asthma, 4.17 – Children with Medical Conditions, 5.2 – Food and Nutrition, 9.1 – Access, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling, 10.18 – Court Orders and the Release of Children in Care.*

**📋** Procedures

Jamboree Heights OSHC will endeavor to establish links with the school and wider child care community in order to build relationships with prospective families and children.

As part of Jamboree Heights OSHC enrolment process, the parent/guardian will be required to provide relevant information which will enable educators to properly care for their child. This shall be in the format of appropriate questions on the enrolment form and include (but not limited to) information such as:

* Full name and preferred name, if relevant;
* Any health care needs, allergies or other relevant medical conditions;
* Any special physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child; and
* The child’s likes, dislikes or phobias.

As part of the enrolment process, an enrolment pack will be provided to families. The enrolment pack includes Jamboree Heights OSHC’s family handbook, educator information and policies and procedures that are relevant and important for families.

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

Through Jamboree Heights OSHC enrolment process, parents/guardians will be requested to attend a short interview with the coordinator as well as being encouraged to visit Jamboree Heights OSHC with their child during operating hours to:

* Meet the coordinator and educators of Jamboree Heights OSHC;
* Tour the approved areas of Jamboree Heights OSHC including both indoor and outdoor areas;
* View Jamboree Heights OSHC routines such as breakfast or afternoon tea;
* Observe children involved in activities.

During the child’s first attendance at Jamboree Heights OSHC, educators will:

* Respectfully acknowledge each child and their parent/guardian on arrival, ensuring they feel welcome;
* Introduce them to other educators and children;
* Familiarise them with Jamboree Heights OSHC routines such as meal times and hand washing;
* Clearly explain Jamboree Heights OSHC rules and behaviour expectations; and
* Facilitate the child’s involvement in group experiences to support them in forming new friendships.
* Children in prep and year 1, will be escorted to the classroom after before school care and picked up from the classroom for after school care by an educator. Educators will support children to follow classroom expectations and teacher routines (e.g. bag/lunchbox storage, handing in homework, etc).
* In term 4, Year 1 children will be permitted to transition to and from their classroom unaccompanied by an educator provided the appropriate permission is obtained from the parent/guardian.
* Jamboree Heights OSHC will support new families by ensuring that any issues or concerns involving their child’s commencement at OSHC are discussed in a friendly, respectful and timely manner.
* Educators will endeavor to develop responsive and respectful relationships with new children through regular and genuine interactions and conversations. Educators will talk to children about their interests and seek their suggestions for activities they would like to be involved in.
* To support children’s smooth transition to OSHC, educators will ensure that children can access quiet places to rest, to be alone or to interact calmly with other children and educators.

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2.24 Children’s Participation and Decision Making

Jamboree Heights OSHC has a commitment to ensuring that children are able to develop a sense of agency through making and influencing decisions that may affect their world. This can be undertaken through a variety of methods such as children’s meetings, surveys, suggestion box, newsletters, noticeboard or general conversations.

The service respects the UN Convention on the Rights of the Child, encouraging children, staff and families to be collaborators and shared decision makers in the program at our Service. We believe that children who are capable of forming views should be given due weight in accordance with their age and maturity and that children have the right to freedom of expression through any media of their choice.

It is essential that all educators, management and other stakeholders who make decisions have a clear understanding of the views and wishes of the children in order to effectively inform the decision making process.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act 2010 and Regulations 2011*
* *Anti-Discrimination Act 1991 (QLD)*
* UN Convention on the rights of the Child
* *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 1.2.2; 3.3; 5.1.1; 5.2.1, 5.2.3.*
* *Policies: 2.1 – Respect for Children, 2.11 – Including children with Special/Additional Needs, 2.19 – Children’s Media Viewing, 2.23 – Interactions with Children, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 3.4 – Homework, 3.5 – Excursions, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 3.13 – Water Activities and Safety, 3.15 – Cooking with Children, 4.7 – Keeping of animals, 5.6 – Menu Development, 8.1 – Role and Expectations of Educators, 8.9 – Employee Code of Conduct, 9.3 – Communication with Families, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

Involving children in the decision-making process of the service contributes to the outcomes for children as articulated in the ‘My Time, Our Place’ Learning Framework for School Age Care in Australia.

**The Service will:**

* Ensure Children are consulted about the environment and program in which they participate;
* Ensure different communication strategies of children, such as body movement, gaze, facial expression, the manipulation of objects and talk or conversation are used to support child-initiated activities and programs;
* Ensure children participate in decision making processes;
* Record and document children’s drawings, conversations, and ideas, maintaining them in framework books, observation and reflection forms and children's scrapbook. Educators or other children shall act as a scribe for what children say, making notes for further follow up.
* Ensure children’s views are actively sought and discussed with their responses and perspectives planned into the program with respect and authenticity.

**Educators will:**

* Ensure child-initiated, shared decision making happens across all aspects of the Service;
* Empower children to access and learn from their own life experiences as well as those of their peers and adults around them;

* Be active listeners, observers, scribes and sounding boards for children;
* Respect the age and stage of the children during decision making. Educators may use different levels of participation as appropriate:
  + Child initiated, shared decision making with adults;
  + Child initiated and directed – adults provide a supportive role;
  + Adult initiated shared decision making with children.
* Consult children about how their input will be used and advised of the outcomes of the decisions made;
* Ensure children have a voice in their level of participation including:
  + Areas of interest they would like to explore;
  + Where and how they would like to play, with others, or alone;
  + What they would like to use;
  + The adults with whom they feel comfortable and secure;
  + When and what they would like to eat;
  + How they prefer to sleep or rest;
  + Whether they need to use the toilet or hand washing facilities.

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2.25 Statement of Intent for Children’s Play Policy

Jamboree Heights OSHC acknowledges and recognizes the importance of play for children’s physical development and emotional wellbeing as well as the benefits of allowing children of all ages and abilities to have challenging play opportunities in a variety of environments. Jamboree Heights OSHC understands and accepts that children will often be exposed to play environments which, whilst well-managed, carry a degree of risk and sometimes potential danger and will work proactively with all stakeholders to minimize those risks.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act 2010 and Regulations 2011*
* *United Nations Convention on the Rights of the Child*
* *‘My Time, Our Place’ Framework for School Age Care in Australia*
* *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 1.2.2; 2.2.2; 2.3.1; 3.1.1, 3.1.3; 3.2.1, 3.2.2; 4.1.1; 4.2.1; 5.1; 5.2; 7.1.2, 7.1.4; 7.2.1; 7.3.1, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios 2.6 – Behaviour Support and Management, 2.9 – Inclusion and Anti-bias, 2.11 – Including children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.24 – Children’s Participation and Decision Making, 3.1 – Educational Program Planning, 3.2 – Program and Documentation Evaluation, 3.3 – Educators Practice, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 6.2 – Provision of Resources and Equipment, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader.*

## 📋 Procedures

### Definition

‘Play is a freely chosen, personally directed, intrinsically motivated behavior, normally associated with recreational pleasure and enjoyment”

‘Play is often interpreted as frivolous; yet the player can be intently focused on their objective, particularly when play is structured and goal-oriented. Accordingly, play can range from relaxed, free-spirited and spontaneous through frivolous to planned or even compulsive. Not only does play promote and aid in physical development, such as [hand–eye coordination](https://en.wikipedia.org/wiki/Hand%E2%80%93eye_coordination), but it also aids in cognitive development and social skills.

### Service Responsibilities

The service will ensure there are a variety of play spaces, inside and outside where children can play, either in groups or alone.

Jamboree Heights OSHC program will be designed and facilitated to ensure children are able to move freely between relevant play spaces, both inside and outside.

Equipment, resources and materials that can be used for a variety of purposes will be provided to encourage children to guide their own play.

Activities offered as part of Jamboree Heights OSHC program will be carefully considered in relation to the risk benefit for children with opportunities for play planned to develop children’s risk awareness.

The Coordinator will ensure a comprehensive risk assessment is conducted prior to any high risk activities being undertaken. All educators involved in such activities will read and sign the risk assessments and be briefed on their responsibilities prior to the activity.

### Educator Responsibilities

Educators will ensure that materials, resources and equipment are set up in such a way as to create an environment which will stimulate children’s play and maximize their opportunities for a wide range of play experiences.

Educators will design and develop the program in order to ensure children have opportunity to be involved in a variety of types of play including socio-dramatic, creative, exploratory, imaginative, physical and rough and tumble.

Educators will ensure children are playing in an approved area of Jamboree Heights OSHC with supervision suitable for the type of activity, the age and developmental stage of the children participating.

When planning play opportunities for children, educators will:

* Be thoughtful and deliberate in their planning ensuring the interests, needs and abilities of the children are known and catered for;
* Empower children to make decisions about their play and leisure-time experiences;
* Ensure all children have equal opportunity for inclusion in play;
* Provide opportunities for both indoor and outdoor play experiences, and that will include both ‘built’ and ‘natural’ elements;
* Provide resources that are accessible, varied, age and ability appropriate, culturally diverse, open-ended and sufficient in number;
* Collaborate with the children and be open to change and spontaneity;
* Encourage children to make decisions and to take responsibility for their own needs;
* Empower children to be creative and seek out possibilities and solutions;
* Encourage children to try and experience new things and experiences;
* Play with the children picking up on cues, seizing ‘teachable’ moments and ways to scaffold children’s learning.

Observation and assessment of children‘s learning is facilitated through educator evaluations of children’s play to the outcomes of ‘My Time, Our Place’, which are:

* Children have a strong sense of identity;
* Children are Connected with and Contribute to their World;
* Children have a Strong Sense of Wellbeing;
* Children are Confident and Involved Learners
* Children are Effective Communicators;

Educators will use positive communication such as body language, praise and encouragement to assist children in developing the necessary skills and capabilities in managing risky play situations and new experiences.

# References

Unicef. (n.d.). *Convention on the Rights of the Child.* Retrieved from Unicef: http://www.unicef.org.au/Upload/UNICEF/Media/Our%20work/childfriendlycrc.pdf

Wikipedia. (2015, September 20). *Wikipedia*. Retrieved from Play (Activity): https://en.wikipedia.org/wiki/Play\_(activity)

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| **Policy Group** | **Program** |
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| **3:** |

3.1 Educational Program Planning Policy

Using an approved learning framework, the Educational Leader and the Lead Educators, in consultation and collaboration with educators, children and families plans, designs and provides programs, catering to the children’s age, developmental needs, skills, interests and abilities through a variety of challenging and recreational activities. In providing opportunities for children, Jamboree Heights OSHC recognises the importance of play, relationships, collaborative decision making and respect for diversity.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* NQS Area: 1.1.1, 1.1.2, 1.1.3, 1.1.5, 1.1.6; 1.2; 2.1.2, 2.1.3; 2.2; 3.1.1, 3.1.3; 3.2; 3.3; 4.1.1; 5.1.2, 5.1.3; 5.2.1, 5.2.3; 6.1.2, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 6.3.4; 7.1.2, 7.1.4, 7.2.1, 7.2.3.
* *Policies: 2.11 – Including Children with Special/Additional Needs, 3.3 – Educators Practice, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader.*

## 📋 Procedures

A suitably qualified and experienced educator will be identified as the Educational Leader for Jamboree Heights OSHC (as per Policy 8.2 – Educational Leader).

The Educational Leader is responsible to have a written program plan prepared for each aspect of Jamboree Heights OSHC. This program plan will be on display for everyone’s information.

The Educational Leader shall direct and monitor staff in the planning, development and implementation of programs and experiences for the children consistent with this Policy and, in particular, which:

* Demonstrate that the five learning outcomes provide a focus for the activities and experiences planned for individuals and groups of children;
* Takes an holistic view of children’s learning, focusing on their physical, personal, social, emotional and spiritual wellbeing;
* Are built around routines, i.e. arrival, hand washing, eating etc.;
* Includes a variety of activities and experiences that promote effective hygiene practices, good nutrition and healthy lifestyles;
* Includes activities which would normally be a part of the life of children during hours outside of school (this is particularly relevant during Vacation Care where excursions become an important part of the program);
* Demonstrates flexibility in program delivery by incorporating children’s ideas, culture and interests to ensure the experiences are relevant and engaging;
* Promotes the children’s sense of belonging, connectedness and wellbeing by taking an interest in the individual needs, interests, diversity, views and abilities of the children;
* Provide a variety of indoor and outdoor experiences, open ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children attending Jamboree Heights OSHC;
* Provide appropriate opportunities for children as individuals and small groups to follow and extend their interests;
* Provide appropriate opportunities for children to participate in physical play, accepting and acknowledging each child’s level of participation according to their abilities and interest;
* Provide appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance, drama, etc.;
* Provide appropriate opportunities for children to develop a range of life skills such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour;
* Takes account of necessary modification and enhancements identified through the Program and Documentation Evaluation Policy (see Policy 3.2), as well as spontaneous child-initiated opportunities and moments of intentionality when required;
* Provides appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia’s Aboriginal and Torres Strait Islander heritage;
* Encourages and provides appropriate opportunities for families to participate in shared decision making and give feedback about the program and their child’s learning;
* The principle of equal opportunity will be applied in this Service’s program. Children, regardless of gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities.

The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to:

* Meet the needs and interests of all children, including their need for rest or sleep;
* Facilitate the inclusion of children with special needs;
* Respond to the developing abilities and interests of all children;
* Ensure that all children in a multi-age group have positive experiences.

Children are encouraged to participate in decision making, with their ideas and opinions listened to and if possible, acted upon. This facilitates children sharing ideas and questioning what happens at their service.

Where possible, the program allows and encourages children to complete projects they have commenced over a number of sessions.

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3.2 Program and Documentation Evaluation Policy

In order to ensure Jamboree Heights OSHC programs are effective in delivering the objectives and learning outcomes as reflected in these policies and procedures, Jamboree Heights OSHC regularly reflects on, and evaluates, the structure, process and content of its programs.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* Privacy Act 1988 and Regulations 2013
* *NQS Area: 1; 2.1.1, 2.1.2, 2.1.3; 2.2; 2.3.1; 3; 4.2.1, 4.2.2; 5.1.3; 5.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3, 6.3.4; 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.5.*
* *Policies: 2.13 – Use of Photographic and Video Images of Children, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 3.10 – Observational Recording, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 9.3 – Communication with Families.*

## 📋 Procedures

Educators will regularly seek feedback and information from families in relation to their child/ren and their participation in the programs delivered by Jamboree Heights OSHC. This information may be gained through face to face conversations, surveys and/or newsletters.

Through regular weekly planning meetings, the Coordinator, educators and other staff will draw on the diverse knowledge, views and experiences of each other when reviewing the experiences planned for children to ensure that all children have opportunity to achieve the learning outcomes.

Educators will be required to critically reflect on and evaluate activities, both planned and spontaneous, by using various methods including (but not limited to) observations, activity evaluations and learning stories, to ensure experiences provided meet the identified learning outcomes for the children involved. Critical reflection involves closely examining all aspects of events and experiences from different perspectives.

Children’s learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. Documented experiences will be collated and displayed for families and children.

Children’s comments, suggestions and feedback are recorded in the planning sheet which is reviewed at the regular planning meetings for activities and experiences that could be implemented into the program.

Families are invited at parent information sessions and through the Family Handbook to contact the Coordinator/Educational Leader at any time with any comments, complaints or suggestions relating to the programs provided by Jamboree Heights OSHC.

The Coordinator will, on a regular basis at team meetings:

* Seek verbal comments from educators in respect to the effectiveness of the programs delivered by Jamboree Heights OSHC to ensure that Jamboree Heights OSHC philosophy and goals is guiding the program and are achieved;
* Discuss with educators the ways in which the program could be modified or enhanced as a result of any feedback or experience encountered in the delivery of the program. Written minutes will be taken at these meetings.

The Educational Leader will, on a weekly basis and taking into account the written evaluations of educators, reflect on and evaluate Jamboree Heights OSHC planned and spontaneous activities to ensure the identified goals and learning outcomes were achieved. These evaluations will assist with further programming of activities in collaboration with all educators and children.

The Coordinator and educators will, through an ongoing process of self-evaluation, monitor, evaluate and review the program delivery in line with the National Quality Standard and to ensure they fulfill these policies and procedures and any other relevant obligations of Jamboree Heights OSHC.

Taking into account all feedback received through these procedures, the Coordinator will regularly report to the Management Committee on the evaluation of the effectiveness of Jamboree Heights OSHC programs and the ways in which they have been modified or enhanced as a result.

In seeking feedback from parents or educators, the Coordinator will treat all complaints relating to program respectfully in accordance with the Complaints Handling Policy (see Policy 9.5) and, where necessary, will take appropriate steps to seek to address genuine complaints quickly and effectively.

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3.3 Educators Practice Policy

Jamboree Heights OSHC is committed to providing quality outcomes for children through ensuring that educators practices reflect Jamboree Heights OSHCs philosophy and goals and quality principles as outlined in the ‘My Time, Our Place’ Framework for School Age Care. Jamboree Heights OSHC applies professional standards to guide educator’s practices and decision making within Jamboree Heights OSHC and provides opportunities for educators to acquire the skills and knowledge to enable them to fulfill their role.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *NQS Area: 1; 2; 3; 4; 5; 6.1.1, 6.1.2; 6.2.1; 6.3.1, 6.3.2, 6.3.4; 7.1.2, 7.1.4; 7.2.1, 7.2.2; 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

Jamboree Heights OSHC will strive to ensure that educators practices:

* Foster children’s self-esteem and confidence by allowing them to investigate, imagine and explore ideas as well as experiencing pride and confidence in their achievements;
* Empower children to make choices, guide their own play and extend their interests with enthusiasm, energy and commitment, through supporting them to understand, self-regulate and manage their own emotions in a way that reflects the feeling and needs of others;
* Promote children’s sense of belonging, connectedness and wellbeing through consistently positive and genuinely warm and nurturing interactions;
* Support children’s communication through engaging them in a range of methods from sustained conversations about their ideas and experiences to providing opportunities for music, books etc.;
* Respect the diversity of families within the community and allow opportunities for children to broaden their understanding of the world in which they live through the investigation of histories, cultures, languages and traditions;
* Demonstrate flexibility in program delivery, incorporating children’s ideas, culture and interest to ensure experiences are relevant and engaging as well as being creative in the use of equipment and materials to stimulate children’s interest and curiosity;
* Support children to explore different identities and points of view through play and everyday experiences, acknowledge each child’s uniqueness and are aware of, and responsive to, children who may require additional assistance to participate;
* Allow and assist children to document their learning experiences using various methods such as photographs, journals and/or art and craft displays;
* Reflect on planning and implementation of activities in relation to the ‘My Time, Our Place’ Framework for School Age Care and their knowledge of the children’s current learning and development through regular completion of activity observations and/or learning stories;
* Support all aspects of children’s health, ensuring that their individual health and wellbeing requirements are met and supporting them to learn about healthy food, drink and lifestyle choices;
* Demonstrate a commitment to children’s health and safety through role modeling hygiene and sun safe practices, complying with service policies and procedures relating to the environment and/or equipment and supporting children to negotiate play spaces to ensure the safety and wellbeing of themselves and others;
* Support a balance of indoor, outdoor, planned and spontaneous physical activities and passive experiences for children by encouraging participation in new and/or unfamiliar activities and accepting the children’s level of involvement according to their skill and ability;
* Demonstrate a commitment to ensuring children are protected through compliance with service policies and procedures relating to the safety and/or collection of children in the care of Jamboree Heights OSHC;
* Demonstrate a commitment to regularly review and update knowledge and/or skills and practices in line with current professional standards and/or guidelines through the development and implementation of a professional development plan, in conjunction with the Coordinator and in line with identified service needs;
* Support other educators to achieve the goals as outlined in Jamboree Heights OSHC philosophy and goals by sharing expertise, modeling best practice, providing feedback and leading discussions at regular team meetings;
* Support families through creating an inclusive and welcoming environment where sharing of information about their child is encouraged, concerns are responded to in a prompt and courteous manner, suggestions and/or ideas for improvement are acknowledged and additional support agencies are accessed if required;
* Support and encourage families and children’s involvement in their local and wider community, through participation in appropriate projects and/or events and engaging children in sustainable practices within Jamboree Heights OSHC.

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3.4 Homework Policy

To support families and children, Jamboree Heights OSHC will endeavor to provide adequate time, quiet space and supervision to enable children to do their homework as necessary, with the express understanding that time in school age care may be the optimal opportunity for homework completion.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *NQS Area: 1.1.1, 1.1.3, 1.1.5, 1.1.6; 2.3.1; 3.1.1, 3.1.3; 4.1.1; 5.1.2, 5.1.3, 5.2.1, 5.2.3; 6.2.1; 6.3.2, 7.3.5.*

## 📋 Procedures

The Coordinator will ensure that those children whose parents have requested their child to do homework at OSHC are encouraged to attend the homework group session.

Children doing homework will be supervised in a quiet environment, away from the other children if possible.

Educators will assist children with projects and homework to the extent possible, taking into consideration supervision and duty of care issues in relation to the other children in care.

Educators will not be responsible for monitoring and signing off on homework.

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3.5 Excursions Policy

Jamboree Heights OSHC will include excursions as a valuable part of its overall program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between Jamboree Heights OSHC and the wider community. Maximum safety precautions will be maintained and parent permission will be obtained before a child is taken on an excursion.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* Family and Child Commission Act 2014
* Work Health and Safety Act 2011 and Regulations 2011
* *Duty of Care*
* *NQS Area: 1.1; 1.2; 2.1.1, 2.1.2; 2.3.1, 2.3.2, 2.3.3; 4.1; 6.1.2; 7.1.1, 7.1.2, 7.2.1, 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 3.1 – Educational Program Planning, 3.6 – Transport for Excursions, 3.11 – Escorting Children, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

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

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

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

Alternative arrangements may be planned in case of changed weather conditions.

The Management Committee will approve all excursions.

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

Limited bookings impacting viability may result in the excursion being cancelled. The Bookings and Cancellations Policy (see policy 2.14) will apply to all excursions.

### Prior to excursion

The Coordinator, or nominated person will contact by phone or visit the excursion venue and perform a risk assessment. As per the National Regulations, the risk assessment must consider: -

* The proposed route and destination for the excursion;
* Any water hazards and/or risks associated with water-based activities; and
* The transport to and from the proposed destination for the excursion; and
* The number of adults and children involved in the excursion; and
* Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (eg life-saving skills); and
* The proposed activities and duration of the excursion; and
* A list of items that should be taken on the excursion (e.g. mobile phone, emergency contacts).

Parent permission forms will be required to be signed by a parent/guardian prior to every excursion the permission form will contain the following information as a minimum:

* Excursion date;
* Destination;
* Method of transport and approximate travel time;
* Number of accompanying educators and/or volunteers;
* Departure and return times, and;
* An expected itinerary of the activities to be undertaken.

There will be no changes to the notified itinerary except in an emergency and in particular to ensure the wellbeing and safety of the children.

Adequate steps will be taken when selecting transport. (See Policy 3.6 – Transport for Excursions).

All Educators attending the excursion will receive a copy of the children in their group and a rundown of the activities and expectations of the excursion also any specific excursion risk assessment/s, prior to attending on the day.

The Coordinator will ensure the excursion checklist is completed prior to departing for the excursion.

### During the Excursion

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

* First aid kit and medical devices as required;
* Attendance record/roll and staff mobile phone numbers;
* Emergency contact numbers/vacation care forms;
* A mobile phone or access to a telephone.

Jamboree Heights OSHC camera will be taken on the excursion for educators to record and document children’s experiences.

Children attending the excursion will be required to wear the Jamboree Heights State School polo shirt. Spare Jamboree Heights State School polo shirts will be available for children not wearing the polo shirt on the day.

Head counts will be made at regular intervals and when moving from one area to another.

Educators will supervise children, ensuring educator/child ratios are maintained at all times. This includes in toilets and change rooms. If there is no male educator available to supervise the boys toilets, female educators must satisfy themselves that it is safe for the child/ren to access the toilets and will remain outside the toilet area until all child/ren have returned.

Educators will satisfy themselves that the environment is safe for use before allowing the children access to it.

Children will not be left in the sole care and custody of bus drivers or any other persons during excursions; educator ratios for Jamboree Heights OSHC will continue to apply during excursions (see Policy 2.3 – Educator Ratios).

In the event of injury occurring during an excursion, procedures as set out in the Illness and Injury Policy (see Policy 4.5) will be followed.

### After the Excursion

At the next team meeting, the excursion will be reviewed and evaluated to ensure learning outcomes were met.

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**3.6 Transport for Excursions Policy**

Children have the right to be safe while travelling in transport provided by Jamboree Heights OSHC. All vehicles used need to comply with the appropriate legislation and regulations and *Transport Operations (Road Use Management) Act, 1995*. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *QLD Transport Operations (Road Use Management) Act, 1995*
* *NQS Area: 1.1.5, 2.3.1, 2.3.2, 2.3.3; 4.1; 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 3.5 – Excursions, 4.16 – Vehicle Restraint, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

### Selecting Transport

All vehicles used must be registered in Queensland.

Drivers are to be licensed to carry the required number of passengers for the purpose. Jamboree Heights OSHC uses Southern Cross for its excursions unless otherwise stated in the excursion information to families. Southern Cross uses only licensed drivers. If using another bus lines the Coordinator will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.

Educators generally will not be permitted to transport children, but if permitted in any circumstances, the requirements of paragraphs above apply in relation to that educator and the transport used.

“C” Class vehicles will not be used to transport children except in an emergency situation.

In selecting transport, Jamboree Heights OSHC will ensure that a communication system is available for use in the event of emergency.

Jamboree Heights OSHC will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.

Jamboree Heights OSHC will, where ever practicable and affordable, use buses fitted with seat belts or where this is not possible, ensure that suitable safety precautions are taken.

Children will not be left in the sole care and custody of bus drivers or others. Educator ratios for Jamboree Heights OSHC will continue to apply during transportation (see Policy 2.3 – Educator Ratios).

Excursion educator/child ratios will also apply during transportation.

**Vehicle breakdown/accident**

In the event of injury occurring during transporting to an excursion, procedures as set out in the Illness, Injury and Trauma Policy (see Policy 4.5) will be followed.

While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities.

In the event of a late return to Jamboree Heights OSHC, every effort will be made to notify parents e.g. to arrange for a notice to be displayed at Jamboree Heights OSHC or to contact parents individually.

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3.7 Physical Activity Policy

Jamboree Heights OSHC aims to provide all children with appropriate, frequent and varied physical activity opportunities, focusing on enjoyment and participation, thereby encouraging positive physical activity habits in all children.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* Education and Care Services National Law Act, 2010 and Regulations 2011
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* Physical Activity and Sedentary Behaviour Guidelines for Children 5-12 years
* *Duty of Care*
* *NQS Area: 1.1.1, 1.1.2, 1.1.5, 1.1.6; 1.2; 2.1.1; 2.2.2; 2.3.1, 2.3.2; 3.1; 3.2; 4.1; 5.1; 5.2; 6.2.1, 6.3.3; 7.1.2; 7.2.1, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educator’s Practice, 4.8 – Sun Safety, 6.1 – Space and Facilities Requirement, 6.2 – Provision of Resources and Equipment, 8.4 – Educator Professional Development and Learning.*

## 📋 Procedures

When planning physical activity games and experiences, individual children’s needs, interests, ages and capabilities will be taken into consideration

Educators will set up the indoor/outdoor area in such a way as to:

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

Educators will encourage children to help plan and set up physical play activities and equipment.

Educators will encourage children to play safely while negotiating indoor and/or outdoor play spaces to ensure the safety and wellbeing of themselves and others.

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

Educators will act as good role models by becoming involved in and enjoying children’s physical activities.

**Amount and types of Physical Activity**

OSHC contributes to the recommended daily physical activity for children in accordance with the physical activity recommendations for 5-12 year old’s as published by the Australian Government Department of Health**.**

Children are actively encouraged to participate in a combination of moderate and vigorous physical activities every day, as part of play and games.

To encourage children to play outdoors, television, computer and/or game consoles will be restricted to certain times of the day and weather conditions. Computer time will be no more than 10 minutes in the morning and 15 minutes in the afternoon and children will be required to record their name on a computer use form prior to use. Start time for this will be after 7:30 am in the morning and 5:00pm in the afternoon. Children may access computers at other times for homework use only. Game consoles are also restricted to 1 use per child per day for a set period of time. Movies will only be shown after 5pm in the evenings during term time unless weather conditions are adverse and children are unable to access other OSHC areas. During vacation care personal IT will be negotiated with children and restricted to no more than 1 hour per day.

Jamboree Heights OSHC will vary activity sessions to provide opportunities for children to participate in a variety of activities that are fun, suit their interests, skills and abilities and help to build their confidence.

Educators may incorporate water-based play activities into the outdoor environment ensuring risk assessments have been conducted prior to implementation.

**Safe and supportive environments**

Playgrounds, indoor and outdoor environments are checked regularly to ensure they are safe to use.

All physical activity sessions will be adequately supervised by an educator/s.

All educators will monitor physical activities and ensure that activities are non-contact except in the case of touch football. Games involving tackling will be prohibited at OSHC.

In adverse weather conditions, outdoor playing time is substituted with equivalent indoor activities where suitable as access may be limited during wet weather.

Educators and children wear broad-brimmed hats and apply a 30+ sunscreen on exposed skin at regular intervals when involved in outdoor activities (see Policy 4.8 – Sun Safety).

During outdoor play, children will be encouraged to play in shaded areas.

Drinking water is readily available with educators encouraging children to access it. Children will be encouraged to take filled water bottles to outdoor activities.

A well maintained first aid kit is on hand at each activity session.

**Equipment**

A wide range of safe, adequate and appropriate equipment for physical activity is available for children and, there are a variety of facilities available for children to use.

All play equipment is regularly maintained and cleaned with broken items identified and removed.

Equipment provided is flexible enough to allow children to move resources and equipment inside and/or outside to extend their learning opportunities.

**Learning about physical activity**

Educators inform children about the importance of physical activity for future health and wellbeing.

There is allowance in Jamboree Heights OSHC budget for educators to attend training in relation to physical activity for children.

Appropriate physical activity instructions/rule cards and other resources are available at Jamboree Heights OSHC.

**This policy was adapted from Qld Health ‘Panosh’ Physical activity policy for OSHC.**

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3.8 Extra-curricular Activities Policy

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

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.3.1; 4.1; 6.1.1; 6.2.1; 6.3.2; 7.3.1, 7.3.4, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 3.11 – Escorting Children, 9.3 – Communication with Families.*

## 📋 Procedures

Parents/guardians shall be responsible for informing the OSHC service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend Jamboree Heights OSHC. This may be done by completing the activities "Outside Activity Permission" form.

The Coordinator shall discuss with the parent/guardian the impact that this may have on Jamboree Heights OSHC. Such discussion shall include whether the child will be signed out of care by the OSHC or the activity provider and who shall be responsible for collecting the child and/or returning them to Jamboree Heights OSHC when the activity is over.

Suitable negotiations and arrangements shall be made as Jamboree Heights OSHC is not able to provide additional assistance to the parent/guardian in having their request met if they are asking for their child/ren to be dropped off or collected from the activity (see policy 3.11 – Escorting Children).

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3.9 Creative and Expressive Arts Policy

Jamboree Heights OSHC recognises that by providing access to creative and expressive arts opportunities for children it encourages them to have fun, enjoyment, mastery and success. Children are encouraged to work collaboratively with educators and other children, to initiate and contribute to experiences from their own ideas.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *NQS Area: 1.1.1, 1.1.2, 1.1.4, 1.1.5, 1.1.6; 1.2.1, 1.2.2; 2.3.1, 2.3.2; 3; 4.1; 4.2.1; 6.3.3; 7.1.2, 7.2.1, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 6.2 – Provision of Resources and Equipment.*

## 📋 Procedures

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

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

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

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

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

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

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

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

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

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3.10 Observational Recording Policy

Jamboree Heights OSHC acknowledges the need to document children’s participation in the program to inform future program development and to ensure the needs, interests and abilities of all children are broadly considered. We acknowledge that children’s participation and experiences may be documented in different ways, depending on the context of the observation.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* Privacy Act 1988 and Regulations 2013
* *NQS Area: 1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.1.5; 1.2; 2.2.2, 2.3.4; 3.2; 3.3.1; 4.2.1, 5.2.2, 5.2.3; 6.3.2; 7.1.2; 7.2.1, 7.2.3; 7.3.1, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management, 2.10 – Reporting Guidelines and Directions for Handling Disclosure and Suspicions of Harm, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.1 – Educational Program Planning, 3.2 – Program and Documentation Evaluation, 8.1 – Role and Expectations of Educators.*

## 📋 Procedures

Jamboree Heights OSHC shall draw upon the ‘My Time, Our Place’ Framework for School Age Care in guiding practice and will use this framework as a foundation for observational recording.

Jamboree Heights OSHC shall take a collaborative approach to the documenting of children’s participation in the program as educators work with children to document their experiences and learning through a variety of methods including:

* Photographs;
* Learning stories;
* Programming notes; and
* Evaluation forms.

Educators may be required to complete observations/documentation regarding specific children’s needs, particularly in relation to children with identified additional needs and/or medical concerns.

As part of Jamboree Heights OSHCs ongoing planning, reflection and evaluation processes, educators will be required to document various aspects of children’s learning and experiences within the program to ensure Jamboree Heights OSHCs’ identified goals are met.

Jamboree Heights OSHC may from time to time require educators to document long records of observations, particularly in respect to behaviour incidents or issues relating to child protection matters.

The records and observations, if appropriate, may be made available to parents/guardians upon request but shall under no circumstances breach confidentiality or privacy of another child or family in the sharing of such information.

Educators shall receive appropriate training and support to develop their observational recording skills.

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3.11 Escorting Children Policy

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

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Guardian Act 2014*
* *Duty of Care*
* *NQS Area: 2.3.1, 2.3.2; 4.1; 6.1.1; 6.2.1; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 9.3 – Communication with Families.*

## 📋 Procedures

Jamboree Heights OSHC will seek written permission from a parent/guardian (or authorised nominee) for any activity requiring their child/ren to be escorted to/from the OSHC premises, including for the purposes of excursions. Jamboree Heights OSHC educators do not escort or pick up children for Extra-Curricular Activities as in (3.8 Extra-curricular Activities Policy)

If the excursion/outing is a regular one, written permission is only required to be obtained once in a 12 month period, unless there is significant change (i.e. building works).

### Preps

### Educators escorting Preps to class in the morning after signing out from OSHC will be required to sign the children into their respective classes on the forms provided by the school for Semester 1.

Educators collecting preps from their classrooms will be required to inform the teacher of which children they are taking from their classrooms prior to signing into OSHC.

### Grade One

Educators escorting Grade Ones to class in the morning after signing out from OSHC will be required to supervise the children until they are safely in their classrooms. In Term 4, children may walk to and from their classrooms unaccompanied by Educators, this is only with written parental permission. Which will be provided in the last few weeks of Term 3.

Educators collecting Grade Ones from their classrooms will be required to inform the teacher of which children they are taking from their classroom where possible prior to signing into OSHC.

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

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

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

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

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

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3.12 Sustainability Practices Policy

Jamboree Heights OSHC is committed to ensuring policies and procedures developed as part of the program, minimize environmental impact and provide children with experiences of the natural world, helping them to understand their place in it and to take responsible action to preserve it. Jamboree Heights OSHC is also committed to establishing sound environmental practices relating to all operational aspects of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Environmental Protection Act 1994 and Regulation 2008*
* *NQS Area: 3.3*
* *Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 6.5 – Use and Maintenance of Air Conditioning, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.3 – Communication with Community, 9.6 – Parent and Community Participation.*

## 📋 Procedures

The Coordinator and educators will be encouraged to follow sound environmental practices and understand their role in positive modelling for the children.

Educators work collaboratively with the children and their community to develop and implement sustainable practices related to Jamboree Heights OSHC program and routines, including (but not limited to):

* Recycling food scraps;
* Using recycled items in craft activities;
* Recycling scrap paper for use;
* Establishing a garden and using the produce in Jamboree Heights OSHC menu;
* Establishing composting or worm farms for scraps;
* Creating play spaces for children to interact with the natural environment; and
* Undertaking regular reviews of sustainable practices within Jamboree Heights OSHC.

Educators will encourage children to be aware of energy efficiency, particularly in relation to the use of lighting, heating and air conditioners.

Information relating to sustainable practices will be accessed and readily available for educators, children and families at Jamboree Heights OSHC.

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3.13 Water Activities and Safety Policy

Jamboree Heights OSHC acknowledges that water activities are a significant part of our Queensland culture therefore we aim to provide children with experiences that are safe and fun. Jamboree Heights OSHC recognises that the safety and supervision of children in and around water is of the highest priority therefore children will be closely supervised at all times during water play experiences. The scope of this policy includes swimming activities, water play, excursions near water, hot water and drinking water within Jamboree Heights OSHC environment.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Guardian Act 2014*
* *Duty of care*
* *NQS Area: 2.3.1, 2.3.2; 4.1.1*
* *Policies: 2.3 – Educator Ratios, 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educator Practices, 3.5 – Excursions, 3.7 – Physical Activity, 4.8 – Sun Safety, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

The Nominated Supervisor/ Coordinator will:

* Provide information and guidance to educators and families on the importance of children’s safety in and around water;
* Ensure work, health and safety practices incorporate approaches to safe storage of water and play;
* Ensure clean drinking water is available at all times;
* Conduct a comprehensive risk assessment prior to any water activities taking place. The risk assessment shall identify the educator to child ratios required to ensure children’s safety.

Educators will:

* Ensure water troughs or containers for water play are filled to a safe level and emptied onto garden areas after use;
* Buckets of water used for cleaning are emptied immediately after use. Buckets are not to be left in play areas or accessible to children unless they are being used as part of a program experience;
* Encourage children to play in or near water safely, giving appropriate instructions and guidance.

Hot water that may be accessible to children during service operation will be maintained at an appropriate temperature (43.5°c or less).

Water for pets at Jamboree Heights OSHC must be changed regularly and only accessible to children when educators are present.

**Swimming Activities**

All bodies of water present a significant risk to children therefore Jamboree Heights OSHC will ensure the following procedures are implemented:

* A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator/child ratio. Consideration will also be given to the capacity of educators to rescue children from water;
* Parents/guardians must complete a ‘Swimming Ability Form’ for each child attending the activity. Information gained through this form will identify children’s swimming competence and assist educators to manage their safety while in the water;
* Educators will be positioned both in and out of the water to allow them to directly and actively supervise any child accessing the water;
* At least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011,* is in attendance and immediately available in an emergency.

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3.14 Valuing Diversity, Culture and Reconciliation Policy

Jamboree Heights OSHC supports, respects and actively promotes principles of diversity and equity. These principles are seen as integral to embedding culture within Jamboree Heights OSHC’s day to day program experiences for children. Educators, children and families are encouraged to share relevant aspects of their culture with Jamboree Heights OSHC enabling Jamboree Heights OSHC to make informed and appropriate responses to the multiple ways of being and belonging.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *QLD Anti-Discrimination Act 1991*
* *NQS Area: 1.1.2, 1.1.5; 5.1.1, 5.1.3; 5.2.3; 6.1.2; 6.2.1, 6.2.2; 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.3.5*
* *Policies: 2.1 – Respect for Children, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.6 – Menu Development, 8.4 – Educator Professional Development & Learning, 9.2 – Enrolment, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.6 – Parent and Community Participation*

**📋** Procedures

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

Coordinators and educators support children’s cultural experiences through:

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

Coordinators and educators will actively seek opportunities to develop their own knowledge and skill demonstrating their commitment to cultural competence.

Management, coordinators and educators will collaborate with families and explore opportunities to embed culture within the program’s experiences and activities.

Management, coordinators and educators will demonstrate value and respect for Australia’s Aboriginal and Torres Strait Islander cultures and collaborate on the development of a reconciliation plan which includes:

* Identifying the local elders within the community;
* Building a relationship with local elders and exploring ways in which these elders can share in Jamboree Heights OSHC’s plan for reconciliation;
* Including an ‘Acknowledgement to Country’ in appropriate ceremonies and events;
* Other aspects as seen relevant to supporting the local needs of Jamboree Heights OSHC.

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**3.15 Cooking with Children Policy**

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

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1, 2.1.3; 2.2.1; 2.3.1, 2.3.2; 3.1.1, 3.1.3; 3.2.2; 4.1.1, 4.2.1; 5.1; 5.2.1; 6.1.2; 6.2.1; 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 4.3 – Hygiene, 5.1 – Food Handling and Storage, 5.2 – Food and Nutrition, 5.5 – Cleaning and Sanitising, 5.6 – Menu Development, 6.1 – Space and Facilities, 6.2 – Provision of Resources and Equipment, 9.3 – Communication with Families, 9.6 – Parent and Community Participation.*

📋 Procedures

Cooking experiences will be regularly provided as part of Jamboree Heights OSHC program to enhance children’s life skills and provide an opportunity to promote healthy eating.

Jamboree Heights OSHC understands that cooking activities may include cutting with knives and/or using hot cooking utensils and equipment.

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

Jamboree Heights OSHC will only use electrical equipment that is safety tagged or bought as new and less than 1 year old.

Cooking experiences shall have a completed risk assessment conducted prior to implementing the experience. Such an assessment should consider as a minimum:

* The risk benefit analysis;
* Ages of the children participating;
* Number of children participating;
* Ingredients and allergies;
* Cooking utensils available;
* Exposure to extreme heat;
* Hygiene; and
* Food preparation practices.

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| Policy Group | Health and Wellbeing |
| 4: |

4.1 General Health and Safety Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011and Regulations 2011*
* *Child Protection Act 1999 and Regulations 2000*
* *Duty of Care*
* *NQS Area: 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1; 4.1; 6.1.1; 6.2.2; 6.3.3, 7.1.2; 7.3.1; 7.3.5.*
* *Policies: 4.5 – Illness and Injury, 4.6 – Medication, 4.8 - Sun Safety, 5.1 – Food Handling and Storage, 9.2 – Enrolment.*

## 📋 Procedures

The enrolment procedures (see Policy 9.2) will include the requirement that parents/guardians advise any particular health issues (including medications, special dietary or other requirements) and any other specific needs of their children.

The coordinator will ensure that all educators and other staff members are aware of all such specific notified needs.

The coordinator will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, basic first aid and special dietary requirements.

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

To ensure the environment is safe for children, the coordinator will be responsible to ensure that the relevant daily safety checklists are completed, prior to the children having access to those areas.

Educators will ensure that equipment is:

* Cleaned as per the cleaning checklist;
* Used safely by the children, and;
* Is used for its correct purpose.

Risk assessments will be conducted for high risk activities and/or events including excursions and incursion.

Educators will actively supervise children within their area.

Educators will ensure that they, and the children, have applied a SPF30+ sun screen and wear a broad brimmed hat, prior to outdoor play. Timing of outdoor activities will be guided by the Sun Safety Policy (see Policy 4.8), specifically the UV rating for the day.

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

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

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4.2 Infectious Diseases Policy

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

\* When ***infectious disease*** is referred to in these policies and procedures, it means communicable diseases and notifiable diseases (see Commonwealth Department of Health at [www.health.gov.au](http://www.health.gov.au))

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *National Health and Medical Research Council ‘Staying Healthy in Childcare’ 5th edition*
* *NQS Area: 2.1.3, 2.1.4; 4.2.1; 6.1.3; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 4.1 – General Health and Safety, 4.3 – Hygiene, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Disease Response Strategy, 8.16 – Employee Immunisation, 9.2 – Enrolment.*

## 📋 Procedures

### Monitoring

The coordinator will ensure they keep up to date with information on infectious diseases within the community through accessing the Commonwealth Government Department of Health (see [www.health.gov.au](http://www.health.gov.au)) and Queensland Health ([www.health.qld.gov.au](http://www.health.qld.gov.au)).

The NHMRC resource ‘Staying Healthy in Childcare’ will be referred to when making any decisions in regard to communicable diseases and/or exclusion periods. Fact sheets may also be accessed through the Queensland Health website http://conditions.health.qld.gov.au/HealthConditions

### Reporting

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

Parents/guardians will be advised through the enrolment procedures and the Family Handbook that children who are ill are not to be brought to Jamboree Heights OSHC.

It is the responsibility of educators to inform the coordinator of any infectious disease that the staff member, or their other immediate family members, may be suffering.

This Service is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and also to report this to parents of other children in this Service as appropriate, but having regard to the privacy of individuals concerned.

The coordinator will notify the Management Committee in writing when report of notification has been made to the Department of Health.

Records in regard to infectious disease will be maintained by the coordinator. These records will include the child’s name, age, symptoms, date and time when educators first noticed the illness and any action taken. This record will not be available to other parents/guardians in view of the sensitive nature of a child’s health information (see Policy 10.8 – Information Handling (Privacy and Confidentiality)).

A notice will be posted and attention drawn to it when there has been a report of an infectious disease at Jamboree Heights OSHC.

The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of Jamboree Heights OSHC (see Policy 10.8 – Information Handling (Privacy and Confidentiality)) will be observed by all staff implementing these procedures relating to infectious diseases.

### Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from Jamboree Heights OSHC to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:-

* For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
* For educators and staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease;
* For parents or other adults, they will be required to leave the premises of Jamboree Heights OSHC immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease;
* If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per NHMRC guidelines).

For diseases which are from time to time published as requiringa doctor’s certificate clearing the child/educator, the doctor’s certificate will be required before the child/educator is re-admitted to Jamboree Heights OSHC. Information can be obtained from the Department of Health at [www.health.gov.au](http://www.health.gov.au) and the National Health and Medical Research Council at [www.nhmrc.gov.au](http://www.nhmrc.gov.au).

### IMMUNISATION

Children who are younger than seven must meet the Australian Federal Government’s immunisation requirements, or have an approved exemption from the requirements for the family to be eligible for Child Care Benefit (CCB).

### NON IMMUNISATION

Children and educators will be excluded from Jamboree Heights OSHC if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council’s recommendations ([www.nhmrc.gov.au](http://www.nhmrc.gov.au)).

**GENERAL PANDEMIC**

Infection control and prevention measures will be essential to keeping the premises of Jamboree Heights OSHC operating, and all children and staff attending the service, safe. The Centre will follow Early Childhood Queensland Legislation and guidelines. Jamboree Heights OSHC will always consult Jamboree Heights School and the P & C prior to making any decisions relating to managing the Jamboree Heights OSCH service.

In the event of a pandemic, Jamboree Heights OSHC will follow the following guidelines and as per procedures outlined in Policy 4.14 Infectious Diseases Response Strategy :

* Ensure that Staff and Parents know the protocol for dealing with the Infectious disease.
* Exclusion of sick children, staff and visitors who show signs of the disease and/or have been diagnosed with the disease.
* Reduce mixing of children/staff as per socialising distancing rules.
* Enhance personal hygiene for children, staff, parents and visitors.
* Ensure liquid and paper towels are available in all bathrooms
* Alcohol hand sanitizer/hand gel is made available to all staff, parents and visitors.
* The OSHC room shall undergo extensive cleaning and disinfecting above and beyond any daily cleaning roster. This includes all room fixtures and children’s play items.
* Using the outdoor facilities more regularly.
* Considering opening the windows and adjusting air conditioning to maximize ventilation.
* Promote strict hygiene when preparing and serving food, and cancel all cooking clubs involving children.

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4.3 Hygiene Policy

For the ongoing and general health and safety of the children, Jamboree Heights OSHC strives to ensure, for its children and educators, a standard of general hygiene which compiles, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *NQS Area: 2.1.3, 2.1.4; 2.2.1; 4.2.1; 7.1.2, 7.3.5.*
* *Policies: 4.1 – General Health and Safety, 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.5 – Illness and Injury, 4.9 Children’s Toileting, 4.12 – Non Smoking, 5.1 – Food Handling and Storage, 5.5 – Cleaning and Sanitising.*

## 📋 Procedures

### Use of gloves

When, cleaning, or otherwise having contact with bodily fluids (e.g. blood, mucus, vomit, urine, faeces, etc.), disposable gloves will be worn.

Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or others.

Educators are responsible to advise the coordinator (or other responsible staff member) to ensure that there is an adequate store of disposable gloves available at all times.

### Hand Hygiene

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

Soap and Water

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

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

Hand Rubs

Hand rubs do not replace soap and running water however, they are effective in certain situations, such as when soap and running water are not available. To use a hand rub:

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

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

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

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

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4.4 Preventative Health and Wellbeing Policy

For the ongoing and general health and safety of the children, Jamboree Heights OSHC strives to ensure, for its children and educators, a standard of general preventative health and wellbeing which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011 and Regulations 2011*
* *Health Legislation Amendment Bill 2014*
* *Duty of Care*
* *NQS Area: 2.1.2, 2.1.3, 2.1.4; 3.1.2; 7.1.2; 7.3.5*
* *Policies: 4.1 – General Health and Safety, 4.12 – Non Smoking, 4.13 –First Aid Waste Management, 4.14 – Infectious Diseases Response Strategy, 5.1 – Food Handling and Storage, 5.5 – Cleaning and Sanitising, 6.3 – Workplace Health and Safety.*

## 📋 Procedures

### Sun Safety

Children and educators will wear sun safe hats and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth.

Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun*.* This will be reflected in the timing of outdoor activities which will be kept to a minimum during the hours of 10.00am and 3.00pm, and guided by the UV index for the day.

Educators will encourage children, including by modeling behaviour, to apply a suitable sunscreen (SPF50+), which is reapplied according to the manufacturer’s recommendations.

Children will be required to wear sun shirts during all swimming sessions and outdoor water play activities. It is recommended that the sun shirts are of a SPT-15 fabric which will provide children with some protection from the sun.

### Ear Care

Children will be encouraged to consider their own ear health through discussions with educators on issues relating to their ears such as cleaning, noise, water and infections.

### Dental Health

Jamboree Heights OSHC will ensure parents/guardians and children are provided with appropriate, consistent and up to-date information on the development and maintenance of good oral health by:

* Providing appropriate pamphlets on dental health and hygiene in the parent sign in area;
* Providing water at routine meal times
* Encouraging fruit and vegetable consumption;
* Accessing dental health and hygiene services/programs to utilize within Jamboree Heights OSHC program;
* Regularly informing parents/guardians about Jamboree Heights OSHC’s procedure in relation to dental care through newsletters, verbal communication and face-to-face meetings.

The Coordinator will ensure that meals/snacks provided by Jamboree Heights OSHC are planned to ensure they do not encourage dental decay.

Jamboree Heights OSHC will encourage parents/guardians to provide healthy, nutritious food for their child in order to minimize the risk of sweet and sticky foods being eaten by children attending OSHC.

### Service Environment

A quiet area will be provided where children can be quiet and away from other children.

Jamboree Heights OSHC as a service that operates within the grounds of Jamboree Heights State School follows the ‘No smoking’ law that from 1 January 2015, smoking is banned at all Queensland state and non-state schools, and for 5 metres beyond their boundaries.

Reminder notices and signs, for educators and children, will be placed around Jamboree Heights OSHC to remind all of the need to maintain a clean and healthy environment.

### Cleanliness

Educators will ensure that premises used for Jamboree Heights OSHC and all toys, dress-up clothes, paint shirts and other materials and resources are kept clean.

Tables, benches, floor surfaces and toilets will be cleaned thoroughly each day.

The refrigerator will be cleaned once a week.

Cupboards will be kept in a hygienic state to protect against any vermin outbreak. The premises will be regularly treated for the control of pests.

Educators will ensure that all tissues are disposed of immediately after use.

There will be a suitable area for waste disposal. This is to be covered and emptied daily into outside garbage units that are collected regularly.

Recycled items (e.g. toilet rolls for craft activities) which were used, or suspected to have been used, in a non-hygienic environment, will not be used at Jamboree Heights OSHC.

There will be suitable disposal facilities for first aid waste such as band aids, bandages, and/or blood soaked tissues and wipes. These will be disposed of daily.

There will be suitable facilities for the storage of soiled clothing. Soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family at the end of the day.

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| ***Policy Controls*** | | | |
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4.5 Illness, Injury and Trauma Policy

Jamboree Heights OSHC proactively strives to avoid injuries or trauma occurring at Jamboree Heights OSHC, and to minimise the impact of injuries, illnesses and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be taken into account in administering all procedures.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Child Protection Act 1999 and Regulations 2000*
* *QLD Community Ambulance Cover Act 2003*
* *Duty of Care*
* *First Aid Code of Practice 2004*
* *NQS Area: 2.1.1, 2.1.2, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.2.3; 7.3.1,7.3.2, 7.3.3, 7.3.5.*
* *Policies: 3.10 – Observational Recording, 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.13 – First Aid Waste Management, 4.14 – Infectious Diseases Response Strategy, 4.15 – Asthma, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality).*

**📋** Procedures

**Definitions**

**Incident**: Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

**Injury**: Any physical damage to the body caused by violence or an incident.

**Trauma**: An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident

**Minor incident**: An incident that results in an injury that is small and does not require medical attention (e.g. a band aid)

**Major incident:** Any incident we report to the department, including head injuries, trauma, or call emergency services for.

**Parental Permission**

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

Written consent from the child’s parent/guardian will be sought through the enrolment process for the coordinator (or, in absence of the coordinator, a staff member qualified in first aid) to obtain medical attention, in keeping with the Policies and Procedures of Jamboree Heights OSHC, if required.

On occasion, it may be necessary for a child to have an Individual Medical Action Plan. These plans must be provided by the parent/guardian and be developed in collaboration with the family medical practitioner. Information contained may relate to management plans surrounding conditions such as anaphylaxis, asthma or epilepsy.

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

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

In the event where a child has had an injury or illness and has been absent from Jamboree Heights OSHC for a period of time (example. Hand foot and mouth disease) then a medical clearance certificate is to be provided by parents/guardians for children to reattend the service.

**First Aid**

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

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

The coordinator will, or delegate a qualified educator to, ensure that the following are kept at Jamboree Heights OSHC at all times, and are accessible to the educators but not to children:

* A fully maintained and equipped first aid kit, adequate for the number of children attending Jamboree Heights OSHC;
* A cold pack and ice ready for use in the administering of first aid;
* A store of disposable gloves;
* Current emergency contact telephone numbers.

In the event a child becomes injured, ill or had a trauma occur during school hours, Jamboree Heights OSHC will not take any child into care from school or the school’s office without a medical/sick/injury transport form being filled out and a copy given. It is still then upto the discretion of the Coordinator if the child is deemed well enough to be taken into Jamboree Heights OSHC’s care.

First Aid Steps For Children:

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| Qualified First Aider | Other Educator/s | Service Director/Child’s Educator |
| Assess the injury.  If applicable, consider known medical needs.  Unless in immediate danger the child is not to be moved. | If required, call Triple 000 for an ambulance.  If required, provide first aider with first aid box/materials. | As soon as practical and appropriate notify the parent/guardian.  If the injury is serious and may require medical treatment, direct the parent/ guardian to collect their child immediately. |
| Administer appropriate first aid. | Ensure effective supervision of all children.  If required, move other children away from the injured child and comfort children who may be distressed. | Service Director to refer to Policies & Procedure Child Incident Reporting and Policies & Procedures WHS Incident Reporting to determine if further reporting and notification is required.  All adult injuries and injuries by which reasonable further medical treatment should be sort, must be immediately reported to the P&C President/Committee. |
| When practical and safe to do so, complete Injury, Illness & Trauma record. | If a witness to the incident/injury, assist with the completion (and sign) Injury, Illness & Trauma record. |  |
| Monitor child. If needed, record additional information on the Injury, Illness & Trauma record. |  |  |
| Upon collection, ask the parent/guardian or authorized person to sign the Injury, Illness & Trauma record to acknowledge they have been informed of the incident/injury. If requested, provide a copy of the record. After the parent/guardian has signed the original copy. |  |  |

**Immediate procedure upon injury, illness or trauma**

If a child is involved in an incident becomes ill, injured or suffers a trauma while attending Jamboree Heights OSHC-:

* Staff will comfort and calm the child;
* Symptoms of illness include but not limited to:
* vomiting or diarrhea
* high temperature, flushed appearance or unusual pallor
* skin eruptions or swelling
* severe coughing or unusual nasal discharge; and
* stomach or headaches that are severe enough for a child to comment on to an educator and to take them away from their normal activities.
* All Head injuries will be reported to the Nominate supervisor or responsible person in charge immediately then parent/guardian via phone, as soon as possible, notifying of the circumstances including:-
  + The treatment administered; and
  + Whether the child has returned to normal activities as deemed appropriate by coordinator or first aid qualified educator.
* An educator, qualified in first aid, will administer appropriate first aid and assess the child’s condition in conjunction with the coordinator;
* Non-prescribed oral medications will not be administered to any child;
* If necessary, the coordinator, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well ventilated area;
* If necessary, the coordinator, or qualified educator, will contact the parents/guardians to collect their child as soon as possible;
* The child will be kept under adult supervision and their condition monitored until the parent's arrival.

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

* If a child requires emergency medication, all appropriate policies and procedures will be followed under direction of the Coordinator/Responsible Persons as follows;
* The coordinator, or qualified educator, will call an ambulance;
* All attempts will be made to notify the parents; and
* If parents are unable to accompany the child to the hospital, the coordinator, or qualified educator who administered the first aid, will accompany the child provided that they leave at least one educator who is qualified in first aid at Jamboree Heights OSHC and that Jamboree Heights OSHC ratios are still met.
* the service will reimburse the cost of a taxi ride incurred by the educator for return to service after child has been taken into care by medical personnel and family.

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

**Recording and reporting incidents, injuries, illness or trauma**

An incident, accident, injury or trauma report must be completed, as soon as reasonably possible after a child suffers an injury, illness or trauma, by the educator who administered care or first aid to the child.

The information which must be included on the report after a child suffers an injury, illness or trauma at Jamboree Heights OSHC is:

* The child’s name;
* Date and time of accident/incident;
* Details of accident/incident;
* Parents/guardians contacted;
* Treatment and outcome of accident/incident;
* Staff signature and witness signature; and
* Parent's signature confirming knowledge of accident.

The Approved Provider will notify the regulatory authority within 24 hours of any serious incident at Jamboree Heights OSHC. This includes an injury or trauma to, or illness of a child for which the attention of a medical practitioner was sought or reasonably to have been sought or the child attended, or reasonably to have attended a hospital.

If the attention of a medical practitioner was sought or the child attended hospital in connection with the injury, trauma or illness. The incident is a ‘serious one’ and must be notified. Furthermore, the parent will be required to provide documentation from a medical practitioner giving a medical clearance in writing prior to the child returning to the service.

To Decide if an injury, trauma or illness is a ‘serious incident’ when the child did not attend a medical practitioner or hospital, we will consider the following issues;

* Was more than basic first aid needed to manage the injury, trauma or illness?
* Should medical attention have been sought for the child?
* Should the child have attended a hospital or an equivalent facility?

Serious incidents include but are not limited to:

* Head injuries
* Fractures
* Burns
* Amputation
* Meningococcal Infection
* Anaphylactic Reaction
* Witnessing Violence or Frightening Event
* Epileptic Seizures
* Bronchiolitis
* Whooping Cough
* Measles
* Diarrhea
* Asthma Requiring Hospitalisation
* Sexual Assault

A serious incident also includes:

* Death Of A Child
* A life threatening or potentially life threatening injury or medical incident
* An incident at the service where the emergency services attended or should have attended
* A child is missing
* A child has been taken from the service without the authorizations required under the
* A child is assumed to be unconscious regulations
* A child is mistakenly locked in or out of the service

If Jamboree Heights OSHC service only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

We will notify the regulator using form SI01 Notification of Serious Incident. The Approved Provider will also notify the regulatory authority in writing:

* Within 24 hours of any complained alleging that the safety, health or wellbeing of a child is being compromised at the service or
* Within 7 days of any circumstances arising at the service that pose a risk to the health, safety and wellbeing of a child

**Accepting Children From The School Or Parent For Sign In**

If a child needs assistance to enter the service, eg. they are having trouble walking, they will be referred back to the school for them to continue treatment of the child. In this instance the parent will be notified by the service that the child has not been signed in and is in the care of the school. In addition the parent will not be charged for the child for the afternoon. If a parent brings a child into the service to vacation care or a morning session and the child needs assistance the parent will be advised that the child is unable to attend the service at this time.

If there has been a known injury or illness the service will request a statement from a medical professional advising that the child is fit and able to return to the service. Verbal approval from a parent/guardian will not suffice.

Our educators take a proactive approach to safety at our services and conduct thorough risk assessments of all play areas so that effective supervision strategies are in place and each child can feel safe and free to explore their environment. At all times educators are present in the service that hold Senior First Aid qualifications including asthma and anaphylaxis training. Should an accident or sudden illness occur educators will immediately commence first aid and you will be contacted to collect your child or in emergency situations advised of the plan of action regarding further medical treatment.

In the event a child needs to go from sick bay to class and then go to OSHC in the afternoon, they will need a transport form, if there is no form then no transport. However if the child is in sick bay then they are not to attend OSHC for that session.

Jamboree Heights OSHC will not take children into care if the following occurs at school, which is similar to serious incidents but not limited to:

* Unconscious
* Needs Physical Assistance
* Vomiting
* Head injuries
* Fractures
* Burns
* Amputation
* Meningococcal Infection
* Anaphylactic Reaction
* Epileptic Seizures
* Bronchiolitis
* Whooping Cough
* Measles
* Diarrhea
* Asthma Requiring Hospitalisation
* Sexual Assault

The information contained in the incident, accident, injury or trauma report forms must not be used for any purpose except strictly in accordance with this Policy, the Privacy Policy (see 10.8 – Information Handling (Privacy and Confidentiality)) and any other relevant policies of Jamboree Heights OSHC.

The coordinator will ensure that the parent who is involved in an incident, is injured, ill or suffered trauma at Jamboree Heights OSHC is informed of the situation, and the treatment given, on collection of the child.

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

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| ***Policy Controls*** | | | |
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4.6 Medication Policy

In the interests of health and wellbeing of the children, Jamboree Heights OSHC will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child’s name and dose of medication required, and be within the expiry date.

Jamboree Heights OSHC recognizes and acknowledges the skill and competence of children in working collaboratively with families to enable children to self-administer medications, with prior parent authority.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 6.3.2; 7.1.2; 7.3.1, 7.3.2; 7.3.3, 7.3.5.*
* *Policies: 4.1 - General Health and Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.15 – Asthma, 9.2 - Enrolment, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

See procedures under Policy 4.1 – General Health and Safety, regarding obligations for parents/guardians to advise Jamboree Heights OSHC of particular health needs, including medication, for their children.

Parents/guardians will be requested, through the Family Handbook (see Policy 9.3 – Communication with Families) and initial enrolment procedures (see Policy 9.2), to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending Jamboree Heights OSHC, rather than requesting Jamboree Heights OSHC to do so, unless absolutely necessary.

Educators will only be permitted to administer medication to a child if it is: -

* In its original package with a pharmacist’s label which clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date; and
* Accompanied by a correctly competed medication authority form by the parent/guardian.

All medication will be stored in a locked cupboard or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines e.g. some may require refrigeration.

Whilst at Jamboree Heights OSHC, children with medications that are ongoing which includes asthma medications and EpiPens will need to have the medication remain at the service at all times. As of 1st January, medications will NOT be transport to and from the school, other than temporary medications. The P&C and coordinator will access individual cases as needed.

All medication will be administered by the coordinator (or an educator nominated by the coordinator who is duly qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register. The coordinator and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

All unused medication will be returned to the parent on collection of the child.

Individual medical management plans will be developed if necessary in conjunction with the coordinator or a qualified first aid educator, parent/guardian, child and other health/educational professionals if required.

### Children self-administering medication

Jamboree Heights OSHC permits children over preschool age to self-administer medication however the relevant authority form must be completed by the parent/guardian, prior to the child administering the medication.

This information will be detailed in the child’s medical conditions management plan and the medical conditions risk minimisation plan if appropriate, and the location of the child’s medication for self-administration must also be noted and made available to educators.

Educators will supervise children who are self-administering medications and to promote consistency and ensure the welfare of all children using Jamboree Heights OSHC, educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.

Jamboree Heights OSHC will record all instances of supervised self-administration of medication as per the procedures articulated within this policy

For children with asthma, diabetes or other similar ongoing medical conditions requiring medication, parents/guardians will be required to advise the coordinator in writing whether their child will be responsible for administering their own medication as well as full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

\*\***Please Note**\*\* The Education and Care National Regulations 2011 (part 4.2, 90 (2)) states that “*The medical conditions policy of the education and care service must set out practices in relation to self-administration of medication by children over preschool age if Jamboree Heights OSHC permits that self-administration.”*

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4.7 Animals Policy

Jamboree Heights OSHC recognizes and acknowledges the role that animals play in the lives of children, therefore animals cared for by Jamboree Heights OSHC will be in keeping with any regulated requirements with adequate shelter provided. Wildlife and stray animals will be dealt with in accordance with this policy.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Duty of Care*
* *Check local authority regulations, e.g. Brisbane City Council by-laws on keeping relevant animals*
* *NQS Area: 2.1.3, 2.1.4; 2.3.1, 2.3.2; 3.1.1; 6.1.2; 6.2.1; 7.3.5.*
* *Policies: 4.1 - General Health and Safety, 4.2 - Infectious Diseases, 4.3 - Hygiene, 4.4 - Preventative Health and Wellbeing, 9.3 – Communication with Families.*

## 📋 Procedures

The coordinator will ensure that any animal, which poses a unacceptable health or safety risk to any child in Jamboree Heights OSHC is safely isolated or removed immediately.

Hand washing and hygiene procedures will be followed after the handling of all animals, whether it is Jamboree Heights OSHC animal or a stray.

No animals will be permitted in food preparation areas.

Keeping of animals

Jamboree Heights OSHC will only keep animals:

* Where they are appropriate to the program of Jamboree Heights OSHC;
* If no children and/or educators are allergic to that type of animal;
* If permitted by local authority regulations, and;
* If Jamboree Heights OSHC has sufficient and suitable space for the keeping of the animal.

Animals cared for by Jamboree Heights OSHC will have plenty of food, water, air, bedding and shelter.

Under the supervision of educators, children will be encouraged to help with the feeding and watering of service animals. Depending on the animal, families and educators may be encouraged to take care of it at home over periods of long weekends and/or service closures.

Stray animals

In the case of a stray domestic animal (e.g. dog or cat), educators will appropriately remove and restrain it (if safe to do so). Attempts will be made to contact the owners of the animal (if known) or local authorities for collection.

Stray animals will be restrained in an area away from the children and provided with adequate water.

Wildlife

In the case of a wild animal (e.g. snake, possum, bird), educators will monitor the whereabouts of the animal to ensure it doesn’t pose a risk to children and others. Local wildlife authorities will be contacted for further advice and assistance.

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

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4.8 Sun Safety Policy

**Rationale**

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children in childcare are there during peak ultraviolet radiation (UVR) times throughout the day, early childhood settings play a major role in both minimising children’s UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour.

Skin damage, including skin cancer, is the result of cumulative exposure to the sun. Research shows that sunburn contributes to skin cancer and other forms of skin damage such as sunspots, blemishes and premature ageing. Most skin damage and skin cancer is therefore preventable.

Ultraviolet radiation (UVR) levels are highest during the hours that children are at childcare settings. As children will spend a portion of their day outdoors, we are committed to protecting them from harmful effects of the sun.

***The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Sun Smart Policy Guidelines for Early Childhood Settings***

The purpose of this Sun Safety Policy is to ensure that all children, staff and visitors attending our service are protected from skin damage caused by harmful UVR from the sun.

Jamboree Heights OSHC will provide a SunSmart environment that support Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* *Duty of Care*
* *Cancer Council Queensland’s SunSmart Policy Guidelines – Early Childhood Cancer Council Australia*
* *NQS Area: 1.1.3; 2.1.1; 2.2.2; 2.3.2; 3.1.1; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.2; 7.3.5.*
* *Policies: 3.7 – Physical Activity, 4.1 - General Health and Safety, 4.4 - Preventative Health and Wellbeing, 9.2 – Enrolment, 9.3 – Communication with Families.*

## 📋 Procedures

Sun safety will be practiced at our service throughout the whole year.

Parents/guardians will be asked to provide a broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head for their child and encourage them to wear it. No caps.

Parents/guardians will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible. Loose fitting clothing and darker colours will be more comfortable and effective.

Educators will ensure that all children, staff and visitors attending OSHC are protected from the harmful UV effects of the sun during the recommended times of the day. The coordinator will:-

* Inform Parents of our Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the enrolment package information;
* Ensure all sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including:-
  + Wearing adequate SunSmart clothing and use shaded and/or covered areas;
  + Wearing broad-brimmed hats that protect the face, neck and ears;
  + Applying SPF 50+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (with parent/guardian permission and allergy safe as required).
* Incorporate education programs that focus on skin cancer prevention and early detection into the program.
* Ensure all staff, children and visitors act as positive role models and demonstrate SunSmart behaviour when attending Jamboree Heights OSHC.
* Children will only play outside in non shaded areas if they are wearing a hat. A limited number of hats will be available from OSHC. Children will remain either inside or in undercover areas if they are not wearing a hat.
* Ensure that adequate shade is provided during outdoor events including excursions.

Ongoing feedback and support will be sought from parents/guardians and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.

The Sun Safety policy will be reviewed regularly (at least annually) with children, staff, parents and the Management Committee.

References:

Cancer Council Queensland SunSmart Policy Guidelines – Early Childhood, <http://www.cancerqld.org.au/icms_docs/54255_Early_Childhood_Settings_SunSmart_Policy_Guidelines_.pdf>

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4.9 Children’s Toileting Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Family and Child Commission Act 2014*
* Child Protection Act 1999 and Regulations 2000
* *NQS Area: 1.1.5; 2.1.1, 2.1.3; 2.3.1, 2.3.2; 4.1; 4.2.1; 5.2.3; 6.1.1; 6.3.3; 7.1.2; 7.3.1, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of children from Harm, 2.3 – Educator Ratios, 2.11 – Including Children with Special/Additional Needs, 3.5 – Excursions, 4.3 – Hygiene, 9.2 – Enrolment, 9.3 – Communication with Families*

## 📋 Procedures

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

All children shall be actively supervised whilst accessing the toilet facilities.

Children shall have access to the toilets located in the OSHC room, the MPC Hall, the senior boys and girls toilets.

Adults shall have access to the toilets located in the OSHC room (staff), and MPC Hall.

When toilets are shared by adults and children the following procedure will be in place:

* The educator shall notify another team member that they intend to use the toilet;
* The educator shall ensure that no children are in the immediate area of the toilet prior to accessing the toilet facilities;
* The staff member shall lock the entrance to the toilet.

Should the primary facilities become unavailable then other toilets may be accessed, however when these are out of sight, children will be escorted to the toilet by an educator.

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

A toileting kit will be available (at or near the toilets), to assist educators with toileting issues. The kit includes gloves, wipes, hand sanitiser and appropriate bags for soiled materials. (Attention will be given to any children with allergies to latex.)

If a child is involved in a personal hygiene incident, at the coordinator’s discretion, the parent/guardian may be notified and shall have the opportunity to collect the child.

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

### Escorting children to the toilet

Educators shall observe practices to ensure that they are not placing themselves in a compromising situation while escorting children to the toilet area and shall ensure that a minimum of two children are escorted at any one time

Children shall be regularly reminded to go to the toilet. Where the toilet is out of direct supervision of educators, children shall be escorted every 30 minutes or as required.

Educators will ensure that Jamboree Heights OSHC communication procedures are followed when escorting children to the toilet in another area.

### Assisting children with toileting

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

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

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

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

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

### Toileting on excursions

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

* A risk assessment will be conducted prior to the excursion with all educators required to read;
* On arrival at the venue, the toilet cubicles shall be checked for safety by an educator before being used by the children; A minimum of two educators shall be present when possible to supervise children’s use of the toilets.

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4.10 Anaphylaxis Management Policy

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

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Health (Drugs and Poisons) Regulation 1996*
* *Family and Child Commission Act 2014*
* *NQS Area: 1.1.5; 2.1.1, 2.1.4; 2.2.1; 2.3.2, 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 4.5 – Illness and Injury, 4.6 – Medication, 4.11 – Emergency Health and Medical Procedure Management, 5.1 – Food Handling and Storage, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance.*

## 📋 Procedures

Parents/guardians will be requested, through the initial enrolment procedures (see Policy 9.2), to ensure that Jamboree Heights OSHC is made aware of any allergies that their child may be suffering. Information regarding the triggers and severity of allergic reactions will also be requested.

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

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

To minimize the risk of exposure of children to foods that might trigger a severe allergy or anaphylaxis in susceptible children, our service will:

* Not allow children to trade or share food, utensils or food containers;
* Prepare food in line with a child’s medical management plan
* Request families to label all drink bottles and lunchboxes with their child’s name;
* Consider whether it’s necessary to change or restrict the use of food products in craft activities, science experiments and cooking experiences so children with allergies may participate;
* Instruct educators preparing food about measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food;
* Ensure that all food preparation areas and utensils are regularly cleaned and sanitised (as per Policy 5.5 Cleaning and Sanitising);
* Monitor attendances to ensure that meals/snacks prepared at Jamboree Heights OSHC do not contain identified allergens when those children are in care;
* Where a child is known to have a susceptibility to severe allergy or anaphylaxis to a particular food, Jamboree Heights OSHC will develop policy and implement practice for the management of children, educators or visitors to Jamboree Heights OSHC bringing foods or products containing the specific allergen (e.g. nuts, eggs, seafood)

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

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

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

Each child shall have the appropriate medication including EPIPEN supplied by parents/guardians accessible to educators, each session an appropriate staff member with the appropriate training will be allocated to a child’s medication. This medication must remain with the child at all times, this includes if the child is moving to a different area.

Appropriate medication shall be stored at Jamboree Heights OSHC for each child in clearly labeled and marked containers, in a location that is known to educators and easily accessible to adults but inaccessible to children.

Use by date for EpiPens will be recorded on the Jamboree Heights OSHC EpiPen register and displayed in the staff toilets near the medication cabinet and updated as necessary.

Jamboree Heights OSHC will ensure all educators receive a copy of the Medical Conditions Policy and Asthma Policy as part of their orientation/induction to Jamboree Heights OSHC

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

Jamboree Heights OSHC shall display a generic Action Plan for Anaphylaxis poster in a key location, visible to families, educators and visitors to Jamboree Heights OSHC.

In circumstances where medication requires transportation between the child’s school/home and Jamboree Heights OSHC, the medication shall be signed in and out of Jamboree Heights OSHC in appropriate record books by educators. Parents/guardians may be requested to provide a spare pen to be kept at Jamboree Heights OSHC, if these arrangements are not suitable

A risk management strategy shall be devised to ensure:

* Medication is transported by a responsible adult person, and
* In circumstances where children arrive at Jamboree Heights OSHC without the required medication, appropriate procedures shall be followed to ensure that the medication becomes immediately accessible.

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

In the case of a child who has not been previously diagnosed with Anaphylaxis, procedures as per the Emergency Health and Medical Policy (see Policy 4.11) will be followed.

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4.11 Emergency Health and Medical Procedure Management Policy

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

In emergency situations, OSHC educators may be required to administer medication to preserve the life, safety and health of a child. These emergencies may occur for children with diabetes, epilepsy, anaphylaxis and asthma. The possible medication requirements include administering inhaled medication for asthma, prescribed medications for epilepsy, diabetes and/or anaphylaxis. Medications for diabetes and anaphylaxis are usually injected by a pen device and are not intravenous.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Health (Drugs and Poisons) Regulation 1996*
* *Work Health and Safety Act 2011*
* Family and Child Commission Act 2014
* *NQS Area: 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 7.1.2; 7.3.1, 7.3.2; 7.3.5.*
* *Policies: 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance.*

## 📋 Procedures

All educators shall have access to information about the children’s medical conditions, medication and management procedures required.

Written procedures (medical management plan) shall be clearly displayed for managing emergency situations which shall include information about:

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

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

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

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

Medication shall be taken as required on excursions in an appropriately secured/locked container readily accessible to administering educators.

In the event of emergency first aid being required, procedures as set out in the Illness, Injury or Trauma Policy (see Policy 4.5) will be followed.

Written records and reports regarding implementing emergency health and medical procedures shall be completed by the administering educator within 24 hours and lodged with the Coordinator or management.

Management shall ensure that written reports are lodged with relevant authorities within the required time frame.

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4.12 Non Smoking Policy

To maintain the ongoing health and wellbeing of children, families, educators and community members, Jamboree Heights OSHC actively encourages and provides a smoke free environment. This demonstrates a commitment to the health and wellbeing of all who use Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* Family and Child Commission Act 2014
* *Tobacco and Other Smoking Products Act 1998 and Other Smoking Products Amendment Bill 2004*
* *NQS Area: 2.1.1; 3.1.2; 7.1.1, 7.1.2; 7.3.5.*
* *Policies: 4.1 – General Health and Safety, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families.*

## 📋 Procedures

All service handbooks shall include information regarding Jamboree Heights OSHC’s policy and procedures for smoking.

Visitors to Jamboree Heights OSHC location or site shall be actively informed as required about the policy and procedures for smoking.

Appropriate signs, displaying a no smoking symbol such as a circle with diagonal line over a picture of a cigarette, shall be displayed in accessible places to reinforce the message of a non-smoking environment.

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4.13 First Aid Waste Management Policy

Jamboree Heights OSHC acknowledges the need to manage first aid waste effectively to prevent cross infection or contamination from waste materials. Such materials shall include, but not be limited to band aids, bandages, swabs, cotton buds/balls and ice packs.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *First Aid Code of Practice 2004*
* *NQS Area: 2.1.1, 2.1.3, 2.1.4; 4.2.1; 7.1.2; 7.3.5.*
* *Policies: 4.5 – Illness and Injury, 4.11 – Emergency Health and Medical Procedure Management, 6.3 – Workplace Health and Safety*

## 📋 Procedures

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

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

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

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

When conducting first aid, educators shall:

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

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4.14 Infectious Diseases Response Strategy Policy

Jamboree Heights OSHC acknowledges the need for a coordinated approach to dealing with situations of Infectious Diseases in the community. Jamboree Heights OSHC shall implement a response strategy in accordance with Government Health guidelines for Infectious Disease Pandemic.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Government Health Guidelines*
* *NQS Area: 2.1.1, 2.1.3, 2.1.4; 6.1.3; 7.3.1, 7.3.5.*
* *Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 9.3– Communication with Families, 9.4 – Communication with Community.*

## 📋 Procedures

Jamboree Heights OSHC shall encourage basic hygiene techniques to prevent the spread of Infectious Disease.

Jamboree Heights OSHC shall encourage children and educators to stay at home should they present with symptoms of infectious disease.

Jamboree Heights OSHC shall keep informed of current Pandemic Phases and shall follow the Australian Government Guidelines.

Jamboree Heights OSHC shall provide educators, families and the local community with information about Jamboree Heights OSHC’s response to management of Infectious Disease as recommended by Health Authorities.

### Supporting information on Pandemic Phases

The Australian phases describe whether the virus is in countries overseas (OS) or in Australia (AUS). Having an Australian system means that actions can be taken in Australia before a change of phase is declared by the World Health Organisation. The description of each phase is shown in the following table:

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| Australian phase | Description |
| ALERT | A novel virus with pandemic potential causes severe disease in humans who have had contact with infected animals. There is no effective transmission between humans. Novel virus has not arrived in Australia. |
| DELAY | Novel virus has not arrived in Australia. OS4 Small cluster of cases in one country overseas. OS5 Large cluster(s) of cases in only one or two countries overseas. OS6 Large cluster(s) of cases in more than two countries overseas. |
| CONTAIN | Pandemic virus has arrived in Australia causing small number of cases and/or small number of clusters. |
| SUSTAIN | Pandemic virus is established in Australia and spreading in the community. |
| CONTROL | Customised pandemic vaccine widely available and is beginning to bring the pandemic under control. |
| RECOVER | Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-imported into Australia. |
| PROTECT | Pandemic virus is mild in most but severe in some and moderate overall. This phase sits alongside CONTAIN and SUSTAIN phases with a greater focus on treating and caring for those more vulnerable to severe outcomes. |

<http://www.flupandemic.gov.au/internet/panflu/publishing.nsf/Content/current-status-1> accessed 20/06/11

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4.15 Asthma Management Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulation 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Health (Drugs and Poisons) Regulation 1996*
* *NQS Area: 2.1.1, 2.1.4; 2.2.2; 2.3.2, 2.3.3; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 4.1 – General Health and Safety, 4.4 – Preventative Health and Wellbeing, 4.6 – Medication, 4.11 – Emergency Health and Medical Procedure Management, 9.2 – Enrolment.*

## 📋 Procedures

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

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

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

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

Jamboree Heights OSHC will ensure all educators receive a copy of the Medical Conditions Policy and Asthma Policy as part of their orientation/induction to Jamboree Heights OSHC

Educators will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within Jamboree Heights OSHC’s risk management plan. These triggers may be food intolerances or environmental.

Jamboree Heights OSHC will display a poster for asthma first aid management in prominent locations to alert educators and other participants in Jamboree Heights OSHC’s activities.

If the procedure outlined in the child’s medical management plan does not alleviate the asthma symptoms, or the child does not have a medical conditions management plan, an educator will provide first aid, which may include the steps outlined by Asthma Australia as follows:

* Sit the child upright. The educator will stay with the child and be calm and reassuring;
* Give four (4) puffs of blue reliever medication, using a spacer if there is one;
* Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above;
* If there is still no improvement, call emergency services;
* Keep giving four (4) puffs every four (4) minutes until the emergency service arrive.

Jamboree Heights OSHC will ensure that an emergency asthma first aid kit is stored in a location that is known to all educators, easily accessible to adults but inaccessible to children. The emergency asthma first aid kit should contain:

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

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

All asthma medication provided by families and administered by educators must be in accordance with the Medication Policy (see Policy 4.6) of this service.

Medication stored at OSHC will recorded and displayed inside the door of the medication cabinet and updated as necessary.

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

# References

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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4.16 Vehicle Restraint Policy

Jamboree Heights OSHC promotes safety in the transporting of children in vehicles during the operation of program activities. The following measures, articulated through procedure, support legislative attempts to reduce the effects of serious injury or death in the event of a crash.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Transport Operations (Passenger Transport) Act 1994 and Regulations 2005*
* Family and Child Commission Act 2014
* *NQS Area: 2.3.1, 2.3.2; 6.1.1; 7.1.2, 7.3.5.*
* *Policies: 3.5 – Excursions, 3.6 – Transport for Excursions, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

In the case of children being transported in a private vehicle during the operation of the program, Jamboree Heights OSHC shall provide appropriate child restraints in accordance with recommendations for children 4-7 years, which are a booster seat with H-harness or a booster seat with a secured adult seatbelt. Booster seats provided shall be Australian Safety Standard approved. *(Australian Standard AS 1754 Child Restraint Systems Used in Motor Vehicles.)*

The following requirements will also apply:

* A child may stop using a child restraint once they turn seven or if their eye level is above the back of the booster seat;
* A child aged between four and seven years of age cannot sit in the front row of a vehicle that has more than one row of seats unless all the other seats are occupied by children under seven years of age;
* Should the back seat have two child restraints fitted and there be no room for a third child restraint, a non-tethered booster seat or booster cushion can be used, providing the child using the booster seat is between four and seven years of age.

In the case of children being transported in a taxi during the operation of the program, the following guidelines shall be followed:

* Children under the age of seven must not be seated in the front row of seats in a taxi. Taxi drivers will be responsible for ensuring that children between the ages of seven and sixteen are properly restrained in a seatbelt. Jamboree Heights OSHC shall support the taxi driver in meeting such requirements;
* Jamboree Heights OSHC shall ensure that children up to the age of seven are appropriately restrained when using Taxi transport, whether in an approved child restraint or adult seatbelt. This may mean that Jamboree Heights OSHC provides their own restraints, however there is no requirement in a Taxi to do so.

In the case of children being transported in a bus during the operation of the program, the following guidelines shall be followed:

* Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required.
* The restraint provisions for four to seven year olds apply to a bus that has 11 or 12 seats with all passengers having to wear seat belts if they are fitted.

The indicative weight specified for this age range in the restraint laws is 14 to 26 kgs. Children who are four (or more) years of age but below the indicative weight range may be recommended the forward facing child restraint with built-in harness. Children who are seven (or more) years of age, within the indicative weight range may still require the recommended child restraint.

Source:

Queensland Department of Transport and Main Roads, *Child Restraints – questions and answers, 2011 -* accessed 23rd June 2011.

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4.17 Children with Medical Conditions Policy

Jamboree Heights OSHC recognizes the increasing prevalence of children attending OSHC who have been diagnosed with medical conditions and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

Children’s medical needs may be broadly categorized into two types:

* Short-term – which may affect their participation in activities while they are on a course of medication. Short-term medical needs are typically an illness that the child will recover from in a short period (e.g. tonsillitis, chest infection, etc.)
* Long-term - potentially limiting their participation and requiring extra care and support. Long term medical needs are typically ongoing (e.g. asthma, diabetes, anaphylaxis, celiac disease)

Our service is committed to ensuring our educators are equipped with the knowledge and skills to manage situations to ensure all children attending OSHC receive the highest level of care and to ensure their needs are considered at all times. Providing families with ongoing information about medical conditions and their management is a key priority.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Duty of Care*
* *Check local authority regulations, e.g. Brisbane City Council by-laws on keeping relevant animals*
* *NQS Area: 1.1.5; 2.1, 2.2.1; 3.1.1, 3.2.1; 4.1, 4.2.1; 5.1, 5.2; 6.1, 6.3.3; 7.2.1, 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.11 – Including Children with Special/Additional Needs, 4.1 - General Health and Safety, 4.2 - Infectious Diseases, 4.1 – General Health and Safety, 4.3 - Hygiene, 4.4 - Preventative Health and Wellbeing, 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.15 – Asthma, 4.20 – Supervision of Children, 5.1 – Food Handling and Storage, 5.6 – Menu Development, 7.1 – Emergency Equipment and Facilities, 8.4 – Educator Professional Development and Learning, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance10.24 – Privacy..*

## 📋 Procedures

Children’s short term medical needs will be managed in accordance with Jamboree Heights OSHC’s Illness, Injury or Trauma Policy and the Medications Policy.

Jamboree Heights OSHC will minimise the risks around children’s specific health needs, allergies or other relevant medical conditions by:

* Collaborating with parents/guardians of children with specific health needs, allergies or other relevant medical conditions to develop a risk minimisation plan;
* Informing all educators and volunteers, of children with specific health needs, allergies or other relevant medical conditions and the risk minimisation procedures for these;
* Ensuring children with specific health needs, allergies or other relevant medical conditions have a current risk minimisation plan that is accessible to all educators; and
* Ensuring all educators are adequately trained in Jamboree Heights OSHC’s emergency medical management procedures and the administration of emergency medication.

Parents/guardians will be requested, through the initial enrolment procedures to provide details of any specific health care needs or medical conditions of the child, including asthma, diabetes, allergies and whether the child has been diagnosed at risk of anaphylaxis. It is the responsibility of parents/guardians to update Jamboree Heights OSHC with any new information relating to their child’s specific health care need or medical condition.

Jamboree Heights OSHC will involve all educators, families and children in regular discussion about medical conditions and general health and wellbeing. Jamboree Heights OSHC will adhere to privacy and confidentiality procedures when dealing with individual health needs.

To promote consistency and ensure the welfare of all children using Jamboree Heights OSHC, all educators will follow the health, hygiene and safe food handling policies and procedures.

If a child with a chronic illness or medical condition that requires invasive clinical procedures or support is enrolled at Jamboree Heights OSHC, prior arrangements will be negotiated with the parent/guardian, coordinator and appropriate health care workers to prepare for the event that the child will require a procedure while in attendance at OSHC. Such arrangement and procedures will be established in consultation with the child’s medical practitioner. Arrangements will be formalised prior to the child commencing at Jamboree Heights OSHC.

### Identifying Children with Medical Conditions

Any information relating to individual children’s health care needs, allergies or other relevant medical conditions will be shared with the coordinator, educators and other staff members of Jamboree Heights OSHC.

Information relating to a child’s specific health care need, allergy or other relevant medical condition, including the child’s medical management plan, medical conditions risk minimisation plan and the location of the child’s medication will be shared with all educators and other staff members of Jamboree Heights OSHC.

Information about a child’s specific health care need, allergy or other relevant medical condition, including the child’s medical management plan, medical conditions risk minimisation plan and the location of their medication will be displayed in the following areas of Jamboree Heights OSHC to ensure all practices and procedures are followed accordingly:

* The OSHC office – in the child’s enrolment record and in the Medical & Allergy Action Plans folder near Jamboree Heights OSHC telephone;
* Inside the menu folder (for children with food related conditions);

All educators will be required to follow the child’s Medical Management Plan in the event of an incident related to the child’s specific health care need, allergy or other relevant medical condition.

All educators, other staff and volunteers must be able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their medication/s easily.

**Medical Management Plan**

To comply with regulatory requirements, the parents/guardians of children with specific health care needs, allergies or other relevant medical conditions must provide Jamboree Heights OSHC with a medical management plan for their child. This medical management plan must be followed in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition.

The medical management plan should be developed in consultation with the child’s registered medical practitioner with the advice from the medical practitioner documented in the medical management plan. The medical management plan should include the following:

* A photo of the child;
  + Details of the specific health care need, allergy or relevant medical condition including the severity of the condition;
* Any current medication prescribed for the child;
* What may trigger the allergy or medical condition (if relevant);
* Signs and symptoms to be aware of as well as the response required from Jamboree Heights OSHC in relation to the emergence of symptoms;
* Any treatment/medication required to be administered in an emergency;
* The response required if the child does not respond to initial treatment;
* When to call an ambulance for assistance;
* Contact details of the doctor who signed the plan.

Copies of the child’s Medical Management Plan will be kept with their medication and taken on all excursions/regular outings they attend whilst enrolled at Jamboree Heights OSHC.

### Medical Conditions Risk Minimisation Plans

A risk-minimisation plan must be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to ensure that:

* Any risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised; and
* If relevant, practices and procedures for the safe handling, preparation, consumption and serving of food are developed and implemented; and
* The parent/guardian is notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and
* All educators are able to identify the child, and know the location of the child's medical management plan and medication; and
* If relevant, practices and procedures are developed and implemented to ensure that the child does not attend Jamboree Heights OSHC unless the child has at Jamboree Heights OSHC their relevant medications, if this would pose a significant risk.

Jamboree Heights OSHC will provide support and information to parents/guardians and other members of the community about resources and support for managing children’s specific health care needs, allergies or other relevant medical conditions.

**Medical Conditions Communication Plans**

To ensure regulatory compliance, Jamboree Heights OSHC shall develop a communication plan and implement procedures to ensure that:

* Relevant educators, staff members and volunteers are informed about the medical conditions policy and the medical conditions management plan and medical conditions risk minimisation plan for each child with a specific health care need, allergy or other relevant medical condition; and
* A parent/guardian of a child with a specific health care need, allergy or other relevant medical condition can communicate any changes to the medical conditions management plan and medical conditions risk minimisation plan for their child.

**Management of Medical Conditions**

Children identified with asthma or anaphylaxis allergies will be managed in accordance with the specific Asthma Management and Anaphylaxis Management Policies of Jamboree Heights OSHC.

Medication stored at OSHC will be recorded and displayed inside the door of the medication cabinet, office and bathroom and updated as necessary.

Children with other health care needs or relevant medical conditions will be managed in accordance with their individual medical conditions management plan and medical conditions risk minimization plan.

In order to effectively manage other health care needs and medical conditions Jamboree Heights OSHC will implement the following procedures:

***Diabetes***

In developing individual children’s medical conditions management plans, Jamboree Heights OSHC will implement procedures where possible to ensure children with diabetes do not suffer any adverse effects from their condition while at Jamboree Heights OSHC. These include ensuring they do not suffer from hypoglycemia (have a “hypo”) which occurs when blood sugar levels are too low. Things that can cause a “hypo” include:

* A delayed or missed meal, or a meal with too little carbohydrate;
* Extra strenuous or unplanned physical activity;
* Too much insulin or medication for diabetes;
* Vomiting.

Children with Type 1 diabetes may also need to limit their intake of sweet foods. Jamboree Heights OSHC will ensure information about the child’s diet including the types and amounts of appropriate foods is part of the child’s medical conditions management plan and that this is used in developing their individual medical conditions risk minimization plan.

Jamboree Heights OSHC will ensure that educators are adequately and appropriately trained in the use of insulin injection devices (syringes, pens, pumps) used by children at Jamboree Heights OSHC with diabetes. In the event of major concerns regarding insulin levels of a child an ambulance will be called.

If a child is displaying symptoms of a “hypo” Jamboree Heights OSHC will:

* Ensure a first aid trained educator provides immediate first aid which will be outlined in the child’s medical conditions management plan and may include giving the child some quick acting and easily consumed carbohydrate;
* Call an ambulance by dialing 000 if the child does not respond to the first aid and CPR if the child stops breathing;
* Contact the parent/guardian or the person to be notified in the event of illness if the parent/guardian cannot be contacted.

***Skin Rashes***

Rashes are common in children and can be caused by many different viral infections and may not be infectious. It is important to be able to describe the rash as this may help with diagnosis.

When viewing a rash, educators should also consider if the child is unwell as the rash may not affect the child’s well-being at all. There are however, usually other signs and/or symptoms to consider in conjunction with a rash. These might include (but are not limited to):

* Fever;
* Unusual behaviour (cranky or less active; cries more than usual; seems uncomfortable/irritable; just seems unwell);
* Loss of appetite
* Vomiting;
* Headache, stiff neck;
* Frequent scratching, crusty skin/discharge from skin;
* Trouble breathing.

Also when observing the rash, educators should note:

* What the rash looks like (e.g. dark red like a blood blister; small red pinheads; large red blotches; a solid red area all joined together or blisters);
* How does the rash feel to touch (e.g. raised slightly, with small lumps or swollen;
* Is the rash itchy and where on the body did the rash start (e.g. head, neck);
* Where is the rash now (e.g. head, neck, abdomen, arms, legs).

The coordinator should be informed of any children presenting with a rash to determine whether there is cause for concern for the child’s health (and potentially that of the other children and also educators). If there is doubt as to a child’s wellbeing with regards to a rash the parent/guardian will be called immediately.

All rashes should be documented on an Injury, Illness or Trauma Form. Educators must regularly check the appearance of the rash and note time and any changes on the form. This is important information in case the child needs medical attention.

If concern is expressed about the rash then the child will be isolated from other children until the parent/guardian can collect the child from Jamboree Heights OSHC. If educators are concerned about serious symptoms in conjunction with the rash or perhaps the rash being purple, or spreading very quickly, then an ambulance will be called.

***Eczema***

If a child suffers from eczema, parents/guardians will be requested to supply a doctor’s certificate stating this. A medical conditions management plan will be developed and implemented to enable educators to follow any treatment prescribed by the child’s medical practitioner.

A child with eczema is not excluded from attending as this is a chronic condition that has to be managed.

**Educator Training and Qualifications**

The coordinator will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, allergic reactions, basic first aid and special dietary requirements.

The coordinator will ensure that, at least one educator with the required first aid qualifications, anaphylaxis management and emergency asthma management training as prescribed under *Education and Care Services National Regulations 2011* is in attendance at any place children are being care for, and immediately available in an emergency, at all times children are being cared for.

# References

State Government Victoria. (2013, September). *National Quality Framework - Children with Medical Conditions Attending Education and Care Services.* Retrieved from Department of Education and Early Childhood Development: http://www.education.vic.gov.au/Documents/childhood/providers/regulation/nqfmedicalconditionsfactsept2013.docx

University of Wollongong. (2013, August). *Medical Conditions Policy.* Retrieved from UniCentre - University of Wollongong: http://unicentre.uow.edu.au/content/groups/public/@web/@unic/@mrkt/documents/doc/uow146296.pdf

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| ***Policy Controls*** | | | |
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| Date implemented: | 16/03/2020 | Date families notified | 25/03/2020 |
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**4.18 First Aid Administration**

Jamboree Heights OSHC acknowledges its responsibility to ensure appropriate procedures are in place for managing all incidents and injuries requiring first aid treatment and response. The service’s approach to first aid is developed and monitored through effective risk management procedures. The commitment to the safety, wellbeing and quality care of children is expressed through a proactive approach to ensure educators are aware of their responsibilities, are suitably trained in first aid response and have access to sufficient and appropriate first aid resources and equipment.

Jamboree Heights OSHC also recognises their duty to comply with *Education and Care Services National Regulations 89, 136 & 168 (2)(a)(iv),* for its responsibilities to have:

* Suitable supply and accessibility to first aid kits/supplies:
* Persons in attendance suitably qualified in first aid response:
* Policies and procedures to manage the service’s first aid.

## 🕮 Relevant Laws and other Provisions

The laws and the other provisions affecting this policy include:

* + - *Education and Care Services National Law Act, 2010 and Regulations 2011*
    - *Work Health Safety Act 2011*
    - *Privacy Act 1988 and Regulations 2013*
    - *NQS, Quality Area 2 – Children’s health and safety;* *4 – Staffing arrangements; & 7 –*

*Governance and Leadership*

* *Policies: 3.5 – Excursions, 4.5 – Illiness, Incident or Trama, 4.11 – Emergency Health and Medical Procedure Management, 6.3 – Workplace Health and Safety, 10.33 – Managing Notifications*

***Roles and Responsibilities***

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| Coordinator | Will support employees to have access to regular training to exceed qualification requirements.  Ensure the service is stocked and has access to ample first aid supplies and equipment. |
| Coordinator | Monitor established routines to ensure first aid supplies are stocked and available.  Coordinate training opportunities for educators.  Monitor staff qualifications and rostering requirements.  Support responses to any injuries and incidents. |
| All Staff | Ensure personal first aid kits are restocked after use.  Respond to injuries and incidents in accordance with training and qualifications.  Report any identified issues with first aid management to the Nominated Supervisor for resolution. |

## 📋 Procedures

**First Aid Supplies and Resources**

Jamboree Heights OSHC has two large, well-stocked first aid kits accessible at the service premises, with sufficient supplies to cater for the children being cared for (*Regulation 89(1)(a)& (b))*

Both first aid kits are situated in the staff bathroom; these are both signed/labelled for easy locating and access (*Regulation 89(1)(c))*

The service also maintains secondary portable first aid kits for additional and timely access to supplies and for excursions.

All first aid kits stored and used by the service are easily recognisable.

**First Aid Stock (Supplies)**

The Coordinator is supported by educators to ensure the first aid supplies are well stocked with first aid supplies. Routine inspections of supplies occur daily, offering an opportunity tocomprehensively re-stock items.

Any Educator becoming aware of supplies within the first aid kits being low will report this to the Nominated Supervisor (or Responsible Person) for re-stocking.

**All staff responsibilities**:

**First Aid Back Pack**

All staff are to daily check, restock and ensure contents has not past the ‘Use by date’ of the First Aid Back Pack. The First Aid Back Pack must contain the following:

* Band aids
* Band aids for those with allergies
* Conforming bandage
* Calico triangle bandage
* Tissues
* Hand sanitiser
* Disposable gloves
* Alcohol wipes
* Vomit bag
* Eye wash and wound irrigation tube
* Walkie talkie batteries X 3
* Ambulance calling card
* Pen
* Note book
* Accident, Injury, Trauma and Illness forms
* Behaviour Communication forms
* Incident forms
* Empty bag for removal of rubbish

***Staff are to make sure that the relevant Epi Pens, Asthma medication, devices and Anti-histamine are placed in individual First Aid bag packs for children who are attending OSHC and Vacation Care. These bags are to be in the vicinity of the relevant student with a diagnosed medical condition and managed by the relevant First Aider at all times.***

**First Aid Bag (Red)**

**All staff responsibilities**

All staff are to monthly check, restock and ensure contents has not past the ‘Use by date’ of the First Aid Bag. The Inventory and Checklist must be by signed monthly. The First Aid Bag Pack must contain the following:

* Current First Aid book, including Cardio-Pulmonary Resuscitation (CPR) flow chart
* Note book and pen/paper
* Resuscitation face mask or face shield
* Disposable nitrile examination gloves
* Digital thermometer
* Tweezers-fine point
* Splinter probes (single use disposable)
* Scissors (sharp blunt)
* Plastic bags (clip seal/Ziplock)
* Thermal blanket
* Instant hot/cold pack
* Gauze pieces 7.5x7.5 (3pack)
* Saline (sodium chloride) (15ml)
* Wound cleaning Wipes
* Adhesive dressing strips (band aids)
* Butterfly closures
* Antiseptic liquid/spray
* Sting relief cream, spray, or gel
* Hydro gel sachets (for burns)
* Cotton applicators
* Non-adherent wound dressing/pad 5x5 and 10x10
* Conforming cotton bandage 5, 7.5 and 10cm
* Crepe bandages 5, 7.5 and 10cm
* Non-stretch hypoallergenic adhesive tape
* BPC wound dressing No 13, 14 and 15
* Dressing combine pad 10x10 and 10x20cm
* Calico triangular bandage
* Eye pad-sterile single use

***The bags are to be in the vicinity of OSHC children at all times. Relevant First Aiders must ensure the First Aid bag is carried to all relevant areas.***

In the event of an injury, illness or trauma, staff are to follow procedures as outlined in policy 4.5.

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| ***Policy Controls*** | | | |
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4.19 Childhood Immunisation Policy

Jamboree Heights OSHC acknowledge their obligation under the *Education and Care Services National Regulation 2011*, in ensuring that children are free from risk of harm. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases. Upon enrolment, the service shall request parents/guardians to provide their child’s immunisation history statement.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Public Health Act 2005 (QLD)*
* *A New Tax System (Family Assistance) Act 1999*
* *Duty of Care*
* *NQS Area: 1.1.5; 2.1.1, 2.1.3, 2.1.4, 2.3.2; 4.2.1; 6.1.1, 6.1.3; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Diseases Response Strategy, 9.2 – Enrolment, 9.3 – Communication with Families, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance.*

## 📋 Procedures

Through the service enrolment procedures, parents/guardians will be requested to provide a copy of their child’s immunisation history statement. Children attend Jamboree Heights OSHC with some medical conditions that can adversely affect the child should they be exposed to certain preventable diseases.

The service will establish risk management procedures relating to monitoring and managing the spread of vaccine preventable diseases at the service. Procedures may include:

* Identifying vaccine preventable diseases as part of the enrolment form; and
* Appropriate signage for families regarding infectious disease outbreak; and
* Limiting attendance for vulnerable children during times of infectious disease outbreak.

**Vulnerable Children**

For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered ‘unknown’ or ‘not up-to-date’, until such time as the correct immunisation documentation is provided.

Specific conditions may include restricting care during an outbreak of infectious disease at the service.

Families of vulnerable children whose enrolments have been accepted (with or without conditions) will not be eligible for Child Care Benefit (CCB) or Child Care Rebate (CCR) subsidies.

**Medical Contraindication**

Enrolment and/or attendance for a child cannot be refused on the basis of their immunisation status if they have a medical contraindication to some or all scheduled vaccines. Whilst not technically vaccinated, these children are still classified as having an ‘up-to-date’ immunisation status and this should be indicated on their immunisation history statement.

**Conscientious Objection**

Children of families who have recorded a conscientious objection to vaccination through the ‘Australian Childhood Immunisation Register’ will have their immunisation status registered as ‘not up-to-date’. Acceptance or refusal of enrolment will be as per the procedures of this policy relating to vulnerable children.

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| ***Policy Controls*** | | | |
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4.20 Sleep and Rest

This policy will provide clear guidelines for the implementation of safe relaxation and sleep practices that meet the individual needs of children attending Jamboree Heights OSHC. All children have individual sleep and rest requirements which we need to consider and cater for, to ensure their needs are being met. Children need a comfortable relaxing environment to enable their bodies to rest. This environment must be safe and well supervised to ensure children are safe, healthy and secure in their environment.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *ACECQA National Quality Framework Resource Kit (2012)*
* *Quality Area 2 – Children’s Health & Safety  
  Education and Care Services National Regulations (2011), R 81*
* *Education and Care Services National Law Act (2010), S 165*

## 📋 Procedures

### Definition

Our service defines ‘rest’ as a period of solitude, calmness or tranquility. Considering the busy and energetic nature of children’s day, we feel that it is important for children to participate in a quiet/rest period during the day in order to rest, relax and recharge their body. Effective rest strategies are important factors in ensuring a child feels secure and safe in an early childhood environment.

Jamboree Heights OSHC is committed to:

* Providing a positive and nurturing environment for all children attending the service;
* Recognising that children have different requirements for relaxation and sleep, and being responsive to those needs to ensure that children feel safe and secure at the service;
* Consulting with parents/guardians about their child’s individual relaxation and sleep;
* requirements/practices, and ensuring practices at the service are responsive to the values and cultural beliefs of each family, and
* Its duty of care to all children at Jamboree Heights OSHC, and ensuring that adequate supervision is maintained while children are sleeping, resting or relaxing

Management will ensure:

* Reasonable steps to ensure that children’s needs are being met by giving them the opportunity to rest, having regard to the ages, developmental stages and individual needs of each child.

Educators will:

* Consult with families about children’s rest needs.
* Educators will be sensitive to each child’s needs so that rest times are a positive experience.
* Create a relaxing environment for children
* Maintain adequate supervision and maintain educator ratios.
* Programs are planned with time given between experiences for children to be able to rest. This may mean quiet experiences are offered (in both starched and non-starched forms), with a gap of time to allow children to sit quietly, read a book or engage in chats with friends.
* Educators will ensure they are aware of the position of all children at all times, to provide appropriate supervision.
* ‘Rest zone’, will allow children to relax on couches, cushions and bean bags at any time, with books available to encourage quiet time. If a child falls asleep at this time, they will be allowed to continue that sleep, in a supported manner, with appropriate supervision at all times.
* Children will be provided with a quiet space to sleep, with supervision provided by educators at all times.
* If parents don’t want their child/ren to sleep, Jamboree Heights OSHC staff will do their best to keep child/ren awake and or wake the child/ren up.
* Although school aged children are not considered at high risk of SIDS, the SIDS guidelines for safe sleeping will be followed.

**Guidelines to follow:**

* All children’s faces should be uncovered.
* A quiet place should be designated for rest and sleep, away from interactive groups.
* Sleep and rest environments and equipment should be safe and free from hazards.
* Supervision planning and the placement of educators across a service should ensure educators are able to adequately supervise sleeping and resting children.

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| ***Policy Controls*** | | | |
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| Policy Group | Food and Nutrition |
| 5: |

5.1 Food Handling and Storage Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Local Authority (e.g. Brisbane City Council) Food Handling By-laws*
* *Australian and New Zealand Food Standards – Chapter 3 Food Safety Standards (Australia only)*
* *NQS Area: 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.2; 3.1.2; 3.3.1; 4.2.1; 6.1.1; 7.1.2; 7.3.5.*
* *Policies: 4.1 – General Health and Safety, 4.3 - Hygiene, 4.4 – Preventative Health and Wellbeing, 4.10 – Anaphylaxis Management, 5.5 – Cleaning and Sanitising, 8.13 – Employee Health, 9.2 – Enrolment.*

## 📋 Procedures

See also Policy 4.3 regarding general hygiene policies and procedures, including relating to preparation and handling of food.

The coordinator will be responsible to ensure that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable. A staff member with a Food Safety Supervisor certificate will assist the coordinator in ensuring compliance with all laws and regulations, including Local Council by-laws (or equivalent) where applicable

Jamboree Heights OSHC will provide the necessary food handling equipment and/or utensils (e.g. gloves), including cutting boards which will be washed between each change in the type of food such as but not limited to, spreads, cold meat, cheese and fruit to prevent cross contamination.

Educators will ensure their hair is tied back and does not fall into the food

All food preparation surfaces and utensils will be kept clean and, in particular, will be thoroughly clean before use. Food preparation equipment and surfaces will be cleaned and sanitised in accordance with Jamboree Heights OSHC Cleaning and Sanitising Policy (see Policy 5.5).

Educators will ensure that they, and the children, use effective hand hygiene practices before handling, preparing and eating of food.

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

Children will not be in the food preparation area unsupervised. Food activities that require heating and/or cooking will be fully supervised by an educator and ratios lowered.

Educators and/or children who are unwell will not be permitted to handle food, whether it is a food activity or preparation of the afternoon tea menu.

Perishable items will be covered and refrigerated after opening. Non-refrigerated items will be stored in airtight containers.

Jamboree Heights OSHC will ensure regular pest and vermin maintenance is conducted to prevent contamination.

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

The refrigerator, stove/oven and microwave will be cleaned weekly.

All food items kept in the pantry, freezer or refrigerator will have the use by date checked prior to the food item being used in preparation.

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

**Food Recall**

The Service shall monitor foods purchased to ensure recall alerts have not been enacted. Recall alerts may be distributed via television, newspaper and radio communications from the manufacturer or recognized health authority.

All foods recalled under food alerts will be repackaged and returned or destroyed according to instructions as per the food recall alert.

Please note: This policy has been developed in accordance with the recommendations of the Australia and New Zealand Food Standards. Further information can be accessed from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> Services are encouraged to access this information directly.

Any reference to the content from this site should be dated in the policy at the time it was accessed. The resource papers available from <http://www.foodstandards.gov.au/foodstandards/foodstandardscode.cfm> provide support to Jamboree Heights OSHC in developing and maintaining food safety standards.

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5.2 Food and Nutrition Policy

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. Jamboree Heights OSHC encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Dietary Guidelines (NHMRC 2013)*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *NQS Area: 1.1.2, 1.1.3, 1.1.5, 1.1.6; 1.2.2; 2.1.1, 2.1.3, 2.1.4; 2.2.1; 2.3.1, 2.3.2; 4.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2, 7.1.4; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.6 – Behaviour Support and Management, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 4.3 – Hygiene, 5.1 – Food Handling and Storage, 9.2 - Enrolment, 9.3 – Communication with Families.*

## 📋 Procedures

### Development and review of Nutrition Policy

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

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

The coordinator will be responsible to regularly review, and when necessary ensure that Jamboree Heights OSHC obtains formal reviews of this Nutrition Policy from a recognized nutrition authority or a person duly qualified to advise in relation to it.

The coordinator will report to the Management Committee at least once a year and otherwise whenever a change is made to this Nutrition Policy, on the educator, parent and other consultations undertaken by the coordinator in respect of the Nutrition Policy.

### Recommended food

Information about healthy food choices is gathered from recognized authorities (i.e. Australian Dietary Guidelines, Nutrition Australia).

### Provision of healthy and varied food choices

Where Jamboree Heights OSHC provides food, educators will seek to provide food:

* which is healthy, balanced, varied, age appropriate and consistent with the Australian Dietary Guidelines;
* which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods;
* which as far as reasonably possible, meets the dietary needs of children with special dietary needs of which Jamboree Heights OSHC has been made aware, or becomes aware.
* Service menus are planned using a checklist to ensure that food provided is varied and encompasses all the food groups. Families, children and educators are encouraged to contribute ideas for the menu.

Where breakfast and afternoon tea are provided, a menu for the week will be displayed. During vacation care, children will be required to supply their own morning tea and lunch from home.

The coordinator will discuss with all parents/guardians any food allergies and restrictions (including cultural or religious) which are required by the parent/guardian to be enforced at Jamboree Heights OSHC. Details of these restrictions will be noted on the enrolment form and passed on to educators. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional.

The coordinator (and educators) will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to educators in relation to that child.

Where children have special dietary needs, which is not reasonable that Jamboree Heights OSHC meet, the coordinator will consult with parents and where necessary, the meal will be supplied from home.

When parents provide food for their child, healthy food and drink choices are encouraged.

### The eating environment

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

Children will be encouraged to use effective hand hygiene practices, prior to regular service meal times.

To ensure safety, children will be encouraged to sit whilst eating and/or drinking.

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

### Serving of food

Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, using appropriate equipment.

If educators need to serve food to the children, tongs or other suitable utensils will be used.

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

### Involving children

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

Educators will facilitate children being involved in the preparing and serving of food through ‘serve-yourself’ routines and activities such as breakfast meals.

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

### Drinking Water

The coordinator will ensure that children have ready access to cool drinking water and clean cups (if necessary).

Educators will encourage children to drink extra water during the summer months, children will supply their own water bottle if necessary.

Educators will encourage parents to provide children with extra water to take with them on excursions.

### Diverse cultural experiences

Food provided includes food from various cultures particularly those represented in Jamboree Heights OSHC and local community.

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

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

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

### Communication with families

The food provided by Jamboree Heights OSHC is planned ahead and as per regulatory requirements, the menu is displayed in a prominent place for families and children.

Where parents/guardians are required to provide food for their children, Jamboree Heights OSHC will provide relevant nutritional information as well as suggestions for healthy food and drink choices.

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

Through the Family Handbook, parents/guardians are alerted to Jamboree Heights OSHC’s Nutrition Policy, and invited to contact the coordinator at any time to discuss any comments, concerns or feedback in relation to the Nutrition Policy, and of their child’s particular dietary requirements for health or other reasons.

### Professional development

As per regulatory requirements, service management will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures.

Educators will be encouraged to attend professional development on food and nutritional related issues.

Jamboree Heights OSHC will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for educators.

Jamboree Heights OSHC requires that all staff undertake I’m Alert Food Safety course prior to working in the OSHC kitchen.

**Food Experiences**

Food will not be used in Jamboree Heights OSHC as punishment or reward for children.

Educators will encourage children to learn about food and nutrition through:

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

Please note: This policy has been developed in accordance with recommendations from the Australian *Dietary Guidelines (NHMRC 2013)* and the *Queensland Health PANOSH (Physical Activity and Nutrition Outside School Hours)* resource.

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5.3 Food Act Compliance Policy

Jamboree Heights OSHC acknowledges the implications of the Food Act 2006 on the provision of suitable snacks and/or meals provided as part of the OSHC program. Depending upon the nature of the food provided, the amount provided and the structure of the OSHC service, the implication of the Food Act 2006 may involve Jamboree Heights OSHC required to be licensed as a food handling premises.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Food Act 2006*
* *Local Government Authority*
* *Australian and New Zealand Food Standards – chapter 3 Food Safety Standards (Australia only)*
* *NQS Area: 2.1.3; 2.2.1; 3.1.2; 7.1.1.*
* *Policies: 4.3 – Hygiene, 5.1 – Food Handling and Storage, 5.2 – Food and Nutrition*

## 📋 Procedures

The Food Act 2006 requires non-profit organisations who conduct a food business to be licensed with their local government if meals are sold on at least 12 days of the financial year. However, a license is not required if the meals:

* Consist only of fruit, cereal, toast or similar food, or the consumer of the meal helps to prepare;
* Are pre-prepared by an entity other than the organisation and are stored and heated or otherwise prepared by the organisation in accordance with directions of the meal’s manufacturer; or
* Are part of an educational or training activity conducted by the organisation.

Where Jamboree Heights OSHC is exempt from becoming a Licensable Food Business under the *Food Act 2006*, services are to comply with the intentions of the Food Act 2006 by:

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

Compliance under this policy shall be self-regulated. (Jamboree Heights OSHC may access and use the resource “Know Your Food Business – a self-assessment guide to the ‘Food Safety Standards’ available from Queensland Health http://www.health.qld.gov.au/ph/Documents/ehu/21883.pdf).

The Coordinator (or other appropriately delegated senior educator) shall work through the self-audit tool annually, ensuring compliance with all necessary requirements.

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5.4 Food Audit Policy

Jamboree Heights OSHC acknowledges that a best practice approach to food handling, storage and hygiene must be maintained and may be achieved by conducting a food handling and safety audit of Jamboree Heights OSHC. This audit may be conducted in-house using recommended resources and guidelines or by an external expert.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Food Act 2006*
* *Australian and New Zealand Food Standards – Chapter 3 Food Safety Standards (Australia only)*
* *NQS Area: 2.1.3; 2.2.1; 3.1.2; 7.1.1, 7.2.3, 7.3.2, 7.3.5.*
* *Policies: 4.3 – Hygiene, 5.1 – Food Handling and Storage, 5.2 – Food and Nutrition, 5.3 – Food Act Compliance.*

## 📋 Procedures

Where Jamboree Heights OSHC is required to be licensed as a food handling business under the *Food Act 2006*, compliance shall be achieved through the engagement of an external authority to conduct a food audit of Jamboree Heights OSHC and provide professional advice and recommendations as to the safety standards and practices with food handling.

Jamboree Heights OSHC shall ensure that the food auditor is professionally accredited and licensed to carry out food audits under the Food Act 2006.

Where Jamboree Heights OSHC is not required to be licensed as a food handling business under the *Food Act 2006*, compliance shall be achieved through self-assessment, in accordance with the Queensland Health resource ‘Know Your Food Business’.

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5.5 Cleaning and Sanitising Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Food Act 2006*
* *NQS Area: 2.1.3, 2.1.4; 3.1.2; 4.2.1; 7.1.2, 7.2.3, 7.3.2, 7.3.5.*
* *Policies: 4.3 – Hygiene, 4.4 – Preventative Health and Wellbeing, 5.1 – Food Handling and Storage, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

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

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

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

Food preparation utensils and eating equipment shall be cleaned and sanitised in the following way:

* Pre-clean – scrape, wipe or sweep away any food scraps and rinse with water;
* Wash – use hot water and detergent to take off any grease and dirt, soak if needed;
* Rinse – wash off any loose dirt or detergent foam;
* Dry – allow dishes to drip dry

Jamboree Heights OSHC shall follow the guidelines as recommended by Queensland Health for Cleaning and Sanitising as articulated in the resource: Cleaning and Sanitising (Food Industry Fact Sheet 11) accessed 15/01/15 <http://www.health.qld.gov.au/foodsafety/documents/fs-11-cleaning.pdf>

For services that have an installed dishwasher, the cleaning and sanitizing process may be undertaken by ensuring the dishwasher has:

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

As articulated in the resource: Australia New Zealand Food Standards Code – Chapter 3 (Appendix 4) – Cleaning and sanitising surfaces and utensils.

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

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5.6 Menu Development Policy

Jamboree Heights OSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. In collaboration with educators, children and families, a service menu will be developed, consistent with the Australian Dietary Guidelines and inclusive of children’s health/medical issues relating to foods.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Dietary Guidelines (NHMRC 2013)*
* *Smart Choices Healthy Food and Drink Supply Strategy for Queensland Schools*
* *NQS Area: 1.1.2, 1.1.3, 1.1.5; 1.2.2; 2.1.1; 2.2.1; 2.3.1, 2.3.3; 5.1.2, 5.1.3; 5.2.1; 6.1; 6.2.1; 6.3.2; 7.1.2; 7.3.2, 7.3.5.*
* *Policies: 2.11 – Including children with special/additional needs, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 3.14 – Valuing Diversity, Culture and Reconciliation, 4.10 – Anaphylaxis Management, 5.2 – Food and Nutrition, 5.3 – Food Act Compliance, 9.2 - Enrolment, 9.3 – Communication with Families, 9.6 – Parent and Community Participation.*

## 📋 Procedures

Development of Jamboree Heights OSHC menu will be a collaborative effort between educators, children and families.

Educators will guide children and families in ensuring Jamboree Heights OSHC menu is healthy, balanced, varied, age appropriate and consistent with the Australian Dietary Guidelines and as far as reasonably possible, meets the needs of children with special dietary requirements.

* Service menus are planned on a regular basis, providing food that is varied and encompasses all the food groups. The coordinator will ensure that the menu is displayed for families and accurately describes the food and drinks being provided by Jamboree Heights OSHC.
* Educators will be informed of children’s food allergies and/or restrictions (including cultural or religious) through the and regular team meetings.
* Families, children and educators are encouraged to contribute recipes and suggestions to support a culturally diverse menu.

Educators will be provided with opportunities for professional development training relating to nutrition and food related issues.

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| Policy Group | Provision and Safety of Facilities |
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6.1 Space and Facilities Requirements Policy

The Approved Provider will ensure that facilities used provide for the program and range of activities provided in keeping with the Policies and Procedures of Jamboree Heights OSHC, in a safe and stimulating environment which is accessible to all children and allows for their physical and psychological comfort.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 2.1.2; 3.1.1, 3.1.3; 3.2.1; 6.1.3; 6.3.3; 7.1.1, 7.2.3.*
* *Policies: 3.1 – Educational Program Planning, 3.7 – Physical Activity, 10.3 – Budgeting and Planning.*

## 📋 Procedures

* The Approved Provider/Nominated Supervisor will ensure that the following are provided by Jamboree Heights OSHC:
* Indoor space of 3.25 m2 of useable space per child. Indoor spaces used by children will be well ventilated, have adequate natural light and are maintained at a temperature that is safe and reasonable.
* Outdoor space of 7m2 of useable space per child including adequate shaded areas.
* Playground equipment and other large pieces of equipment are to be located over areas with soft fall surfaces recommended by recognized safety authorities.
* Verandah areas may be included as either indoor OR outdoor space and only with the written approval of the Department of Education and Training - Early Childhood Education and Care.
* Adequate toilet, hand washing and drying facilities for children and educators and in particular that:
* By location and design, allow for safe use by the children and;
* Allow convenient access from both indoor and outdoor areas.
* Facilities that cater for soiled clothing including hygienic storage and inaccessibility to children.
* Adequate facilities that cater for the safe handling, preparation, storage and disposal of food and beverages.
* Sufficient furniture, materials and equipment that are developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.
* Adequate administrative space and facilities for the purposes of:
* Conducting the administrative functions of Jamboree Heights OSHC, and;
* Private and personal conversations with families;
* Providing respite for coordinators, educators and/or volunteers.
* The coordinator will, in conjunction with the Management Committee, ensure that the following are available at Jamboree Heights OSHC:-
* A telephone located inside the premises or one that is accessible at all times;
* Storage space close to play areas, with at least one lockable cupboard for valuable equipment;
* A lockable store area for educator personal belongings;
* Area to display children’s artwork and a notice area for parents;
* A space for children to put their lunch/coat/bags etc.;
* Adequate lockable storage facilities for equipment, tools, first aid kit, medication and poisonous and dangerous substances;
* Lockable cupboard or filing cabinet for all child and family information (including enrolment forms), educator records and any other confidential records;
* Adequate space for children to engage in rest and/or quiet experiences.

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6.2 Provision of Resources and Equipment Policy

Jamboree Heights OSHC recognizes the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. When purchasing resources and/or equipment consideration will be given to the ages, skills and abilities as well as the area in which the resources/equipment are to be used.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *See relevant Australian Standards on equipment in Jamboree Heights OSHC*
* *NQS Area: 1.1.5; 1.2.2; 2.2.2; 3.1.1, 3.1.3; 3.2; 3.3; 6.1.2; 7.3.5.*
* *Policies: 3.1 - Educational Program Planning, 3.7 – Physical Activity, 3.9 – Creative and Expressive Arts, 4.4 – Preventative Health and Wellbeing, 6.1 Space and Facilities Requirement, 6.3 – Workplace Health and Safety.*

## 📋 Procedures

Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards (available from Standards Australia) and is suitable for the purpose for which it is intended.

Equipment provided will be appropriate to the interest, developmental and cultural needs of the children, is flexible and able to be rearranged or adjusted to provide additional interest, variety, challenge and support the inclusion of children with special/additional needs.

The coordinator will ensure that all equipment is regularly checked, cleaned and maintained in accordance with manufacturer’s instructions and otherwise as reasonably necessary to ensure that it remains in a safe and good working order.

Children will be encouraged to access outdoor areas which include natural elements such as trees, plants, edible gardens, sand, rocks, mud and water.

* Safe storage and shelving will be provided to allow children to independently access equipment and resources.
* The coordinator will ensure that a wide range of real, commercial, natural, recycled and simple homemade materials are provided to support the children’s learning in a range of ways.

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6.3 Workplace Health and Safety Policy

For the protection of children, educators, management and Jamboree Heights OSHC as a whole, Jamboree Heights OSHC will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the *Work Health and Safety Act, 2011.* See also Policy 7.1 for specific obligations relating to Emergency equipment and facilities. Jamboree Heights OSHC promotes health and safety awareness for all people involved in Jamboree Heights OSHC. Policies and procedures are developed and monitored to reflect safe work practices.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011, Manual Tasks Code of Practice 2010, Hazardous Substances Code of Practice 2003, Manual Tasks Involving the Handling of People 2001.*
* *Fire and Emergency Service Act 1990 and Building Fire Safety Regulation 2008 (Queensland), Electrical Safety Act 2002.*
* *NQS Area: 2.3.2, 2.3.3; 3.1.1, 3.1.2; 3.2.1, 4.2.1; 7.1.1, 7.1.2; 7.2.1, 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 4.4 – Preventative Health and Wellbeing, 6.1 Space and Facilities Requirement, 6.2 – Provision of Resources and Equipment, 8.10 – Employee Orientation and Induction, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

The coordinator shall be responsible to act as the Health and Safety Representative for Jamboree Heights OSHC, or to ensure that there is, at all times, an educator or other appropriate person in relation to Jamboree Heights OSHC who is designated in this position, and who shall report directly to the coordinator.

If the coordinator or another team member of Jamboree Heights OSHC is acting in the role of Health and Safety Representative, the coordinator shall ensure that person has adequate time, education/training and resources to ensure that she/he is able to fulfill the role as required by the legislation*.*

The Health and Safety Representative shall:

* Maintain, in a safe and accessible place, up-to-date, all records and materials required by the legislation and shall be required to provide them to the coordinator on request;
* Regularly check the website or other resources of the Queensland Department of Justice and Attorney General at http://www.justice.qld.gov.au/
* Monitor educator practices and ensure up to date information is distributed;
* Make recommendations to management on how to improve current systems;
* Ensure stairs and walkways are kept clear of furniture, equipment and clutter;
* Ensure equipment is arranged with consideration to its purpose and in relation to other areas of play space.

The Educator Handbook and orientation/induction processes shall contain up-to-date information on the legislative requirements for workplace health and safety.

### Dangerous Substances

The coordinator must ensure that:

* All poisons, disinfectants, corrosive substances and other poisonous and dangerous substances and items are marked in their original containers, kept out of reach of children and placed in a child proof storage facility.
* Unused or unnecessary substances are disposed of in a safe manner.
* All hazardous substances must have a safety data sheet (obtained from the manufacturer) which will be kept close to the storage of the product. All hazardous substances are recorded in a register, including a copy of the relevant safety data sheet. .
* Storage of medications and service first aid kit/s, are accessible to educators but not to children.

### Maintenance

The coordinator will be responsible to ensure that Jamboree Heights OSHC has adequate heating, ventilation and lighting at all times.

The coordinator will ensure that educators remove from use and have repaired or replaced as soon as possible, all equipment that is faulty or broken.

Regular periodic inspections of Jamboree Heights OSHC building and surrounding areas will be conducted using environmental checklists and identifying areas such as car parks, gardens and pathways etc.

Regular periodic inspections of all playground equipment will be conducted using the playground maintenance checklist.

Prior to use each day, educators will check all outdoor equipment to ensure it is safe for use, free from items which may cause injury, and is free from splinters and spiders.

Hazards identified from these safety checklists will be bought to the coordinators attention by the educator. The coordinator will complete a hazard report form and forward it to the relevant authority (school and/or management committee).

Sandpits will be raked prior to use to check for any animal faeces and any potentially dangerous objects.

Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. An entry detailing the problem will be entered into the team communication book and all educators will be instructed on any restrictions necessary on use of equipment or areas.

The coordinator shall ensure that an approved earth leakage device is installed and operational.

In regards to electrical equipment, the coordinator will be responsible to ensure that:

* Specified electrical equipment is inspected, tested and tagged by a competent person at prescribed intervals and immediately withdrawn from use if it is not safe to use; OR
* Specified electrical equipment is connected to a type 1 or 2 safety switch. The safety switch must be tested at prescribed intervals and withdrawn from use if not working properly.
* Educators will be instructed in the safe use and storage of electrical equipment associated with their work.
* The coordinator shall ensure that all fire safety equipment (extinguishers and blankets) are maintained in accordance with the *Building Fire Safety Regulation 2008*.

### Manual Handling

Management will ensure that all team members have adequate training in relation to lifting and manual handling techniques used at Jamboree Heights OSHC. Educators must use lifting equipment (e.g. hoist) if available.

The coordinator will ensure that appropriate lifting and manual handling techniques are practiced by educators and/or volunteers. Educators must inform the coordinator if they have any medical or health issues that may place them at risk of injury when lifting or moving people/objects.

Information regarding appropriate lifting and manual handling techniques will be made accessible to educators through the orientation and induction process.

### Sharps/Dangerous Objects

‘Sharps’ refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass.

As part of Jamboree Heights OSHC daily safety checklists, educators may be required to dispose of needles/sharp hazards that are found in playground and sandpit areas as well as clean up broken glass that may be contaminated with blood.

The coordinator will put together a sharps disposal kit consisting of disposable gloves, appropriate tongs and a strong puncture proof plastic container with a screw top lid.

For the collection and disposal of needles and/or dangerous objects:

* Place the container (with lid off) on the ground near the hazard;
* Use gloved hand or tongs to pick up the needle/syringe by the barrel at the end away from the needle. For other dangerous objects, take care when picking them up;
* Place the needle/syringe sharp end first into the container. Do not hold the container while you do this. For other dangerous objects, carefully place them into the container. Replace the lid and seal tightly;
* Dispose of the container by putting in the wheelie bin or taking it to a public sharps disposal bin.

If you are injured by a used needle:

* Wash with running water and soap as soon as possible;
* Apply a sterile waterproof dressing such as a band aid;
* Seek medical advice from your doctor, local health centre or Hospital.
* Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor.

Manual Handling Reference: Enable Consultation Services Research and Publishing Unit. Manual Handling and People Transfers for Workers and Other People Movers.

* Sharps/Dangerous Objects reference: Healthy Living NT, Safe Sharps Disposal fact sheet, <http://www.healthylivingnt.org.au/content/?action=getfile&id=235>

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6.4 Use and Maintenance of Air Conditioning Policy

Jamboree Heights OSHC recognises and understands the need to maintain a healthy and safe environment for children and educators whilst at the same time valuing the need to ensure that the air conditioning operates with minimum impact on the environment.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Environmental Protection Regulation 1998*
* *NQS Area: 2.1.2; 3.1.2;*
* *Policies: 4.4 – Preventative Health and Wellbeing, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety.*

## 📋 Procedures

Jamboree Heights OSHC shall operate the air conditioner to cool and/or heat the space to ensure the environment is comfortable and suitable to maintain the wellbeing and safety of children and educators.

The air conditioner shall be set at a reasonable temperature at all times it is in use. For energy efficiency the recommendation is 24 °c.

Educators will ensure that, before the air conditioning is turned on, windows and doors will be closed for energy efficiency.

Regular maintenance shall be carried out on the system/s by a reputable contractor where a service report shall be required.

Regular cleaning of the air conditioner unit dust filters will be conducted and included as part of Jamboree Heights OSHC cleaning schedule.

Aesthetics and safety shall be considered for all new air conditioning installations.

For services operating within an Education Queensland school site, air conditioning installation requirements can be found in the ‘Schools Manual for the Solar and Energy Efficiency in Queensland State Schools Program’ available at <http://education.qld.gov.au/facilities/solar/pdfs/school-manual.pdf>

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6.5 Management of Poisonous Plants and Fungi Policy

Jamboree Heights OSHC understands the need to maintain a healthy and safe environment for children and educators whilst at the same time valuing the aesthetic appeal of the natural environment. A number of plants and fungi are known to be poisonous to people and may pose significant risk if consumed, or in some cases handled. Jamboree Heights OSHC shall endeavour to ensure the environment is free of potentially poisonous plants and fungi.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Plants and Fungi Poisonous to People in Queensland*
* *NQS Area: 2.3.2; 7.1.1*
* *Policies: 4.4 – Preventative Health and Wellbeing, 6.1 – Space and Facilities, 6.3 – Workplace Health and Safety.*

## 📋 Procedures

Jamboree Heights OSHC shall use the website for information from of the Queensland Government Resource “Plants and fungi poisonous to people in Queensland” produced by the Queensland Health Environment Protection Agency. Educators will be encouraged to access the website for information on poisonous plants and fungi. Website address: <http://www.health.qld.gov.au/poisonsinformationcentre/plants_fungi/default.asp>

Jamboree Heights OSHC shall keep in a visually accessible location the number for the Poisons Information Centre 131 126.

Jamboree Heights OSHC environment will be maintained free from poisonous plants and fungi through:

* Negotiating with land owners, particularly where the space is shared, the removal and planting of suitable trees, plants and shrubs;
* Regularly checking Jamboree Heights OSHC environment for growth of potentially poisonous plants, in particular weeds and fungi;
* Immediately removing any recognised poisonous plants from Jamboree Heights OSHC environment using appropriate gardening gloves and tools and disposing of these in a safe manner.

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| ***Policy Controls*** | | | |
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| Policy Group  7: | Emergencies |

7.1 Emergency Equipment and Facilities Policy

Personal safety and security of children, educators and volunteers (all persons on the premises) are of prime importance whilst in attendance at Jamboree Heights OSHC. Jamboree Heights OSHC therefore takes a proactive approach to managing emergencies, developing emergency procedures and equipping educators and children with sound knowledge of them.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011, Building Fire Safety Regulation 2008*
* *Family and Child Commission Act 2014*
* *NQS Area: 2.3.1, 2.3.2, 2.3.3; 3.1.2; 7.1.1, 7.1.2; 7.3.5*
* *Policies: 4.1 – General Health and Safety, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.2 – Drills and Evacuations, 7.4 – Fire Safety Compliance.*

## 📋 Procedures

Smoke alarms are fitted in each room and the coordinator (or a delegate) will test them regularly in accordance with the manufacturer’s instructions.

Service Management in conjunction with the Health and Safety Representative (see Policy 6.3 – Workplace Health and Safety) will be responsible to ensure that:

* Exits are easily opened and clearly marked with evacuation plans;
* There are appropriate fire extinguishers, properly installed and maintained and that educators have basic training in the use of the fire blankets and fire extinguishers kept at the venue. Locations will be clearly indicated by appropriate signage.
* Jamboree Heights OSHC calls upon the advice of the Queensland Fire Service (or another appropriate authority) to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

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7.2 Drills and Evacuations Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Family and Child Commission Act 2014*
* *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.4 – Fire Safety Compliance, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

Emergency evacuation procedures will be clearly displayed near the entrance of each room at Jamboree Heights OSHC. Evacuation plans will be child friendly and displayed at child height.

Educators must ensure that all exits are kept clear and unlocked to enable a quick departure. This will be included on the daily safety checklists and will be marked each day if compliant. Any comments or issues relating to these preventative measures will be noted on the checklist and bought to the attention of the coordinator.

Emergency evacuation and lockdown procedures will be carried out at least once a term for Before and After School Care and at the beginning of each Vacation Care program. This drill will occur on different days of the week so that all educators and children are familiar with the procedures.

Emergency telephone numbers will be clearly displayed within Jamboree Heights OSHC.

In an emergency situation, the educator who first discovers the emergency will sound the alarm.

The coordinator, or in her/his absence the Health and Safety Representative will take charge of the situation and/or delegate others to: -

* Telephone the relevant emergency number;
* Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
* Collect daily roster to account for all employees;
* Collect Sign in/out tablet and pocket Wi-Fi device from the Coordinator's desk and parent contact numbers;
* Collect first aid kit;
* Children’s Epi pens and Asthma medication:
* Close all doors and windows (only if able) to help to contain the fire (if relevant);
* Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.

Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

**Bomb Threat**

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

* Time and date of the call;
* the wording of the threat;
* Other specific details.

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

Implement an evacuation of the building according to Jamboree Heights OSHCs’ emergency evacuation procedure.

When safe, complete an incident report on the situation, attach the bomb threat checklist and forward to Management.

**Evaluation**

An ‘evacuation drill evaluation form’ is to be completed by the coordinator or Health and Safety Representative as soon as possible after the drill.

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

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7.3 Harassment and Lockdown Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Work Health and Safety Act 2011*
* *Family and Child Commission Act 2014*
* *Child Protection Act 1999 and Regulation 2000*
* *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 7.4 – Fire Safety Compliance, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

In the event of harassment or unauthorized persons refusing to leave the premises the coordinator, or in their absence, the Health and Safety Representative will initiate the following drill:-

* The educator or child (if appropriate) being harassed, or the closest observer of the child or other educator being harassed, will give a prearranged signal, which is made known to all educators, to begin the drill (e.g. code "orange" for harassment or code "purple" for lockdown);
* The coordinator or other person, who receives the signal, will calmly and quietly inform other educators of the need to remove the children to safety. If the threat is inside, children will be escorted outside by educators. If the threat is outside then children will be escorted inside by educators;
* The coordinator/Health and Safety Representative, will immediately obtain and if possible record relevant information (e.g. physical descriptions, car registration etc.) on a service incident report;
* An educator will witness and provide back-up for the coordinator/Health and Safety Representative, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.
* In the event of an internal threat (intruder, bomb and/or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged:
* An educator will telephone the relevant emergency number;
* An educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
* An educator will collect sign in/out tablet from the Coordinator's office and parent contact numbers;
* An educator will close and lock all doors and windows (only if appropriate and able to do so);
* Once at the designated assembly area, an educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected.
* In the event of an external threat (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following drill will be initiated:
* Educators will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
* All doors, windows and curtains will be shut and locked (if safe to do so);
* An educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected;
* Educators will encourage children to sit quietly.

During all such drills, educators are to calm the children and provide them with suitable games and activities as far as reasonably possible.

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

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

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

All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.

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7.4 Fire Safety Compliance Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *National Construction code 2011 - Building Code of Australia, volume 1 (class 1 – 9 buildings)*
* *Fire and Rescue Service Act 1990, Building Fire Safety Regulation 2008*
* *NQS Area: 2.3.2; 7.1.1, 7.1.2; 7.3.2, 7.3.5.*
* *Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 8.10 – Employee Orientation and Induction, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

Management will ensure that the premises used for OSHC are compliant with Building Fire Safety Regulations 2008 (Queensland).

The coordinator and/or Health and Safety Representative will be responsible to:

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

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7.5 Extreme Weather Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* Education and Care Services National Law Act 2010 and Regulations 2011
* Duty of Care
* *NQS Area: 2.3.2, 2.3.3; 5.1.3, 5.2.3; 7.1.2, 7.3.2, 7.3.5*
* *Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 3.7 – Physical Activity, 3.12 – Sustainability Practices, 4.8 – Sun Safety, 6.5 – Use and Maintenance of Air Conditioning, 7.1 – Emergency Equipment and Facilities, 7.2 – Drills and Evacuations, 9.3 – Communication with Families, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

In relation to extreme weather events, Jamboree Heights OSHC will take its lead predominantly from the school, weather warnings and forecasts. Therefore if the school in which Jamboree Heights OSHC is located is closed, the OSHC service may also be closed.

The Co-ordinator will be responsible to ensure that the heating and cooling requirements of Jamboree Heights OSHC are adequate and maintained at an acceptable temperature.

In the case of extreme weather events and possible power outages, the Co-ordinator will ensure a ‘storm pack’ including a torch, batteries and a small radio is readily accessible to educators. The coordinator will ensure Jamboree Heights OSHC mobile phone is accessible to educators, when required.

The coordinator will ensure that risk assessments are conducted for identified extreme weather events with control measures identified. Educators will be required to read and sign all risk assessments.

During times of hot weather, educators and children will be encouraged to:

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

During times of inclement weather, educators and children will be encouraged to:

* Conduct games and activities indoors or in an undercover area outdoors.

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

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

If, during normal operating hours, closure of Jamboree Heights OSHC is expected as the result of an extreme weather event, the coordinator will:

* Contact Management to make them aware of the situation;
* Contact families to arrange collection of their child;
* Ensure the regulatory authority and relevant government agencies such as DEEWR are notified of closure as soon as practical.

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| Policy Group | Educators, Staff Members and Volunteers |
| 8 : |

8.1 Role and Expectations of Educators Policy

Jamboree Heights OSHC encourages the building of skilled, qualified, motivated educators who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* Child Protection Act 1999 and Regulations 2000
* *Duty of Care*
* *NQS Area: 1.1.5, 1.1.6; 1.2; 2; 3; 4.1; 4.2; 5; 6.2.1; 6.3.2; 6.3.4; 7.1; 7.2; 7.3.1, 7.3.5*
* *Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

\*\***Please Note**\*\* For the purposes of this policy document the terms coordinator and nominated supervisor have been used interchangeably as the roles and responsibilities of each position are similar.

Jamboree Heights OSHC shall require that all persons employed (whether for financial remuneration or as volunteers) in Jamboree Heights OSHC are fit and proper to undertake the work for which they are engaged in Jamboree Heights OSHC. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

The *Education and Care National Services Law 2010* states that an Approved Provider must not operate a service without a nominated supervisor for that service. Educators who hold a Supervisor Certificate are eligible, with their consent, to be the nominated supervisor of a service.

As the person responsible for the day-to-day management of an Approved Service, a nominated supervisor has a range of responsibilities including (but not limited to):

* Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
* Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
* Ensuring food and beverages provided by Jamboree Heights OSHC are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
* Ensuring appropriate health and hygiene practices are developed, implemented and practiced by educators and children;
* Ensuring the prescribed levels of educator to child ratios are met and each educator at Jamboree Heights OSHC meets the qualification requirement relevant to their role.

A person is considered fit and proper if, in the reasonable opinion of the nominated supervisor (or other appropriate delegate of the Approved Provider of Jamboree Heights OSHC) they:-

* Are capable of providing an adequate standard of child care in the school age care setting;
* Are of good character and suitable to be entrusted with the care and protection of children; and
* Have obtained and given to the Approved Provider of Jamboree Heights OSHC, as appropriate, a current positive suitability notice (or copy of paid application), as per the *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011.*

The Approved Provider shall ensure that all educators have a current position description detailing their role and duties as per their position.

The coordinator shall ensure that educators are fully informed of the Policies and Procedures of Jamboree Heights OSHC, including all changes to them, by providing an Educator Handbook and appropriate forums to provide feedback and ideas to the coordinator for the ongoing improvement of Jamboree Heights OSHC.

The coordinator shall ensure that there is an up-to-date copy of the *Education and Care Services National Law 2010 and Regulations 2011* at Jamboree Heights OSHC (refer to [www.acecqa.gov.au](http://www.acecqa.gov.au) to obtain a copy) for reference by educators and so that educators are made and kept aware of its relevance and application to them.

The coordinator shall convene regular meetings with educators to keep them informed of all matters of concern relating to Jamboree Heights OSHC which it is relevant or necessary for them to know in order to do their job confidently. Minutes of these meetings will be recorded and emailed to staff and P&C Executive Committee members.

Educators will not be permitted to consume alcohol, drugs or cigarettes, or be affected by them during the hours children are in their care.

Educators who require regular medication will hold a medical certificate that confirms their ability to care for children.

Educators have a responsibility to:

* adhere to the Policies and Procedures of Jamboree Heights OSHC as well as any direction given by the coordinator in relation to their job role;
* Actively supervise children in all areas of Jamboree Heights OSHC by being within sight and/or hearing distance;
* Respect the diversity of all children’s backgrounds and abilities and accommodate the individual needs of each child;
* Foster all children’s self-esteem and confidence, empowering them to make choices and guide their own play;
* Promote children’s sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
* Treat all children equitably and respond positively to all children who require their attention;
* Communicate with children respectfully, taking the time to listen and value what they say;
* Work collaboratively to challenge, support, reflect and learn from other educators in order to further develop own skills and practices;
* Consistently implement and reflect on individual practices as documented in the ‘My Time, Our Place’ Framework for School Age Care:
* Holistic Approaches;
  + Collaboration with Children;
  + Learning Through Play;
  + Intentionality;
  + Environments;
  + Cultural Competence;
  + Continuity and Transitions;
  + Evaluation for Wellbeing and Learning.

Educators have a right to:

* Be respected;
* Be treated courteously by children, parents and other educators;
* Work in a safe, clean and supportive environment;
* Be valued and supported as a professional;
* Be offered professional development opportunities;
* Have ideas and opinions valued.

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| *Policy Controls* | | | |
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8.2 Educational Leader Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 1; 2.2.2; 3.1.3; 3.2; 3.3; 4.2; 5.2.1, 5.2.3; 6.1.2, 6.1.3; 6.2.1; 6.3; 7.1; 7.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation.*

## 📋 Procedures

The Approved Provider must nominate a suitably qualified educator as the Educational Leader for Jamboree Heights OSHC.

The Educational Leader will be responsible to:

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

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8.3 Recruitment and Employment of Educators Policy

Jamboree Heights OSHC strives to follow its transparent processes to employ educators who are qualified and appropriate for the position. Jamboree Heights OSHC also strives to be an equal opportunity employer. To ensure the best possible outcomes through the recruitment and selection process, it is essential to implement procedures and follow practices to ensure suitable candidates for positions are employed.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Family and Child Commission Act 2014*
* *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
* *Anti-Discrimination Act 1991 (QLD)*
* *Relevant Industrial Award/Agreement*
* *Fair Work Act 2009 and National Employment Standards (for services not operated by P&C Associations)*
* *Duty of Care*
* *NQS Area: 4.1; 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 8.10 – Employee Orientation and Induction.*

**📋** Procedures

**Definitions**

‘Equal Employment Opportunity (EEO)’: is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.

‘Discrimination’: is treating an individual with a particular attribute less favorably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply.

**Service Responsibilities**

Application of this policy complies with relevant legislation and is designed to facilitate the creation of a workplace culture that maximises performance through employment decisions. Employment decisions are based on real business needs without regard to non-relevant criteria or distinctions and will ensure that all decisions relating to employment issues are based on merit.

Every potential applicant/employee will be given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as anyone else at Jamboree Heights OSHC. Consistent with this, Jamboree Heights OSHC will not condone and will regard as unfair, any form of unlawful discrimination or vilification including (but not limited to) that which relates to:

* Marital/domestic status, family responsibilities;
* Disability or physical features;
* Race, colour;
* Religious belief or activity;
* Sexuality and sexual preferences;
* Medical record.

Vacant permanent part-time positions may be offered internally if the Approved Provider (or OSHC management committee) in conjunction with the coordinator/nominated supervisor feel there is a suitable candidate. All decisions relating to promotion and career development will be made without regards to any matters other than the individual’s inherent capacity and ability to carry out the position including their performance history.

If there are no suitable candidates for internal appointment, the position will be advertised through appropriate agencies or sources such as:

* Seek and/or Facebook;
* Appropriate websites including student employment via tertiary institutions;
* School newsletters.

Suitable advertisements should include a description of the position, hours/days required, personal/ professional attributes and appropriate qualifications, closing date for applications and service address. Written applications should include a cover letter, resume and selection criteria where appropriate. (Particularly in relation to the recruitment of permanent positions such as the coordinator, assistant coordinator and other positions as applicable.)

Applications received by the due date shall be reviewed by the coordinator and management. Suitable candidates should then be called to arrange an interview. A letter confirming receipt of the application shall be sent to unsuitable applications to inform them that their application has not met with the selection criteria.

Unsuccessful interviewees will be notified as soon as possible by a nominated person on the interview panel and will be followed up with written correspondence if applicable.

The interview process will include a panel of up to three key personnel made up of either:

* Management representatives;
* Service representatives;

Selection criteria and interview questions based on requirements for the position will be reviewed prior to the interview date by the selection panel.

The selection panel shall conduct the interview in a professional manner, using questioning techniques to ascertain the candidates’ suitability for the position. All decisions relating to appointment will be made without regards to any matters other that the individual’s inherent capacity and ability to carry out the position. Should the panel be unable to agree on a suitable candidate, then further interviews may be required.

Casual educators will only be employed (including as volunteers) after an interview with the coordinator and members of the P&C Executive Committee. It will also include reference checks by the coordinator (or the Management Committee in the case of employment of the coordinator) they are considered/deemed appropriate for the job, as contemplated by the Role and Expectations of Educators Policy (see Policy 8.1).

Suitable candidates shall be contacted by a member of the selection panel to make offer of the available position and to negotiate starting dates and inform of the orientation and induction process.

A written letter of offer will be sent to the successful applicant informing them of the decision.

Certified copies of staff qualifications, suitability notices and first aid qualifications will be requested and kept confidentially by Jamboree Heights OSHC in individual employee files.

Prior to being selected for a job, whether as a paid employee or a volunteer, the person will be given a written job description and terms of employment (for paid employees), Educator handbook and access to a full copy of Jamboree Heights OSHC Policies and Procedures.

The successful candidate will be required to sign an employment agreement stating that:

* They have received and agree to accept the job on the basis of the materials given to them; and
* Agree to observe strictly the Policies and Procedures of Jamboree Heights OSHC, as amended from time to time.

All new educators (including volunteers) will be given an induction session. New educators will be given a minimum of 3 non-contact shifts to learn routine and procedures to ensure they are aware of and where relevant, obtains copies of:

* Their terms of employment or engagement (including role description);
* Relevant pay award;
* All Policies and Procedures (including grievance procedures);
* Information about the philosophy and goals of Jamboree Heights OSHC;
* The Educator Handbook;
* National Quality Standard for Education and Care Services;
* ‘My Time, Our Place’ Framework for School Age Care in Australia;
* The physical facilities of Jamboree Heights OSHC;
* The other educators in Jamboree Heights OSHC and their roles;
* The Duty of Care owed by educators of a School Age Care Service to children and others; and
* Any other matters which are necessary to enable the educator to properly do their job within Jamboree Heights OSHC, or which they reasonably wish to know.

The coordinator shall, in conjunction with management and educators, review the relevant job descriptions and any other requirements relating to the job, against performance indicators which have been previously agreed upon, at least once each year and shall ensure that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.

The management committee shall review the job description of the coordinator and any other requirements relating to the job against agreed performance indicators, at least once each year and shall ensure that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.

The coordinator and/or the management committee shall ensure that appropriate expert industrial relations advice is sought and obtained as necessary to deal with staffing issues including dismissal within appropriate legal and industrial standards.

**Employment of family members/personal friends**

Jamboree Heights OSHC may at times employ family members or personal friends of employees or management members. In these instances, the following will apply in addition to the above employment procedures:

* The relationship will be disclosed on the job application;
* The interview and subsequent appraisal processes will not involve the relevant employee or management member;
* All reference checks will be made by an independent person;
* Disciplinary procedures will be applied consistently, with independent people overseeing and conducting the process; and
* Timesheets will not be authorised by family members or associated persons. Where the coordinator has a member of the family working in the service, timesheets will be authorised by a nominated representative of management.

References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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8.4 Educator Professional Development and Learning Policy

Jamboree Heights OSHC endeavours to provide adequate and relevant ongoing training and development for educators to enable them to do their job confidently and to properly comply with these Policies and Procedures and other requirements of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care in Australia
* *Duty of Care*
* *NQS Area: 2.3.4; 4.1; 4.2.1, 4.2.2; 7.1.2, 7.1.3, 7.1.4, 7.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 8.8 – Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications – Monitoring Progress, 10.1 – Quality Compliance.*

## 📋 Procedures

The coordinator will facilitate opportunities for educators to access information for professional development and learning on a regular basis about issues relevant to:

* The operation of Jamboree Heights OSHC and its Policies and Procedures;
* Legal or other regulatory requirements; and
* Other issues of interest or benefit to educators to help them better do their job in the overall interests of Jamboree Heights OSHC and the children.

Professional development includes opportunities to learn or further enhance skills whereas professional learning includes access to information that is required. This information may be accessible through:

* Meetings;
* Training/information sessions;
* Workshops.

The coordinator will, wherever possible within the resources of Jamboree Heights OSHC, bring in specialist or expert presenters to provide training to educators on issues requiring expert knowledge.

The coordinator will ask educators on a regular basis to contribute suggestions for training topics.

The coordinator will be responsible to ensure that a written record of all professional development of educators is kept and is produced to the Management Committee for information at least once each year.

Educators will be paid for attendance at service team meetings, in accordance with relevant awards.

Jamboree Heights OSHC shall allocate funds within the budget for training and professional development for educators.

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8.5 Volunteers Policy

Volunteers are a valued and integral part of Jamboree Heights OSHC and are managed in a consistent and professional manner, in accordance with the other policies of Jamboree Heights OSHC which apply to employees, modified only as necessary to reflect the voluntary nature of the role.

For the purpose of this policy, volunteers also refer to students who are unpaid and volunteering for skill/knowledge acquisition.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *Duty of Care*
* *NQS Area: 4.1; 4.2.1; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.10 – Educator Orientation and Induction, 10.1 – Quality Compliance, 10.9 – Risk Management and Compliance.*

## 📋 Procedures

* All procedures of Jamboree Heights OSHC which are applicable to employees, apply to volunteers except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.
* Volunteers must hold a Blue Card before they begin volunteering. However, volunteers under the age of 18 are not required to have a Blue Card. Certified copies of their Blue Card, will be kept on file for all volunteers who volunteer at Jamboree Heights OSHC. A Linking Blue Card form will be completed by the volunteer.
* Volunteer workers will not be counted towards the educator to child ratios for Jamboree Heights OSHC provided they meet the qualification requirements. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary, when utilizing volunteers.
* An induction process will be given to provide an opportunity to help volunteers understand:
* Jamboree Heights OSHC’s commitment to an environment which is safe and friendly to children;
* Jamboree Heights OSHC’s policies, procedures and code of conduct;
* Procedures to follow when harm is disclosed;
* Their rights and responsibilities;
* What is expected of them;
* The boundaries of their roles;
* The roles of key people in Jamboree Heights OSHC;
* What to expect if there is an allegation of harm made against them or to them;
* Reporting procedures; and
* Grievance procedures.

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8.6 Employee and Volunteer Grievance Policy

Jamboree Heights OSHC aims to maintain a harmonious work environment through resolving employee grievances effectively and to the satisfaction of all concerned. Jamboree Heights OSHC is committed to addressing grievances in a prompt and effective manner, ensuring the rights of employees are respected. Both employer and employee will abide by their obligations under any relevant industrial award or agreement. The aim of this policy is to ensure that grievances are resolved through discussion between both parties however, the employer acknowledges that, from time to time, individual employees may have grievances which need to be resolved externally in the interest of good relationships/transparency.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Privacy Act 1988 and Regulations 2013
* Work Health and Safety Act 2011 and Regulations 2011
* *Duty of Care*
* *NQS Area: 4.2; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2.2; 7.3;*
* *Policies: 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers Policy, 8.7 – Workplace Harassment and Bullying, 8.9 – Educator Code of Conduct, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

The coordinator shall be the first contact for all complaints however, the employee will have direct access to the management committee, and the coordinator will permit and, if appropriate, encourage the employee to do so, if:

* the complaint is about the conduct of the coordinator/nominated supervisor;
* the employee is not comfortable to take the complaint to the coordinator;
* the employee is not satisfied with the coordinator’s handling of the complaint;
* the complaint is about a matter of management and administration Policy.

For this purpose, employees will be kept informed of the current contact details of the chair of the management committee through the Educator/Volunteer Handbook, or other appropriate form of communication, and otherwise will be available on request.

The coordinator will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided as far as possible. The coordinator may make and keep a confidential written record of such discussions.

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

* Complainant to meet with management to discuss complaint;
* Management to give opportunity, in writing, for other named parties to meet with management to discuss details of grievances tabled;
* Management may seek the advice of a professional association for advice, support and/or assistance.

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8.7 Workplace Harassment and Bullying Policy

All employees have the basic right to work in a place where they are valued, respected and appreciated by their colleagues, supervisors and employers. Workplace harassment and bullying can be detrimental to the ongoing health, wellbeing and sense of safety for employees. The following guidelines shall be implemented by Jamboree Heights OSHC to ensure workplace bullying and harassment is not tolerated and that appropriate procedures for managing reports of bullying and harassment are in place.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* Family and Child Commission Act 2014
* *Work Health and Safety Act 2011*
* *Prevention of Workplace Harassment Advisory Standard 2004*
* *Anti-Discrimination Act 1991 (QLD)*
* *NQS Area: 4.2; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.5 – Volunteers Policy, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction.*

**📋** Procedures

**Definition**

Workplace harassment/bullying is verbal, physical, social or psychological abuse by your employer (or manager), another person or group of people at work. Workplace harassment and bullying occurs when a person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, that:

* Is unwelcome and unsolicited; and
* The person considers to be offensive, humiliating, intimidating or threatening; and
* A reasonable person would consider to be offensive, humiliating, intimidating or threatening.

For the purpose of this policy, workplace bullying and/or harassment means behavior that is repeated or occurs as part of a pattern of behavior and may include:

* Abusing a person loudly, usually when others are present;
* Repeated threats of dismissal or other severe punishment for no reason;
* Constant ridicule and being put down;
* Leaving offensive messages on email or the telephone;
* Sabotaging a person’s work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
* A manager setting unreasonable timelines or constantly changing deadlines for an employee to meet, or setting tasks that unreasonably below or beyond a person’s skill level;
* Maliciously excluding and isolating a person from workplace activities;
* Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
* Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers;
* Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress, feelings of isolation at work, anxiety, loss of self-esteem, loss of financial security, loss or deterioration of personal relationships, physical symptoms of stress such as headaches, backaches, stomach cramps, and depression.

Some types of workplace bullying are criminal offences therefore any instances of violence, physical assault and/or stalking must be reported to the Queensland Police Service immediately.

**Scope**

Workplace bullying and harassment shall not be tolerated or accepted by any employee or member management of Jamboree Heights OSHC. Therefore this policy and procedure is not limited to the workplace or working hours and will include all work related events including but not limited to:

* Team meetings;
* Family events organised by Jamboree Heights OSHC;
* Celebratory functions;
* Other events organised by Jamboree Heights OSHC in public or private locations.

This policy also relates to, but is not limited by the following types of communication:

* Verbal communication, either over the telephone or in person in the workplace, and outside of it;
* Written communication including letters, notes, minutes of meetings etc., inside and outside of the workplace;
* Internal and external communication including emails, faxes and/or text messages, inside and outside of the workplace.

**Standards of Behaviour**

In line with Jamboree Heights OSHC’s commitment to creating a workplace that is free from workplace health and safety risks and one which strives to create positive working relationships, all those covered by this policy and procedure are expected to observe the following minimum standards of behaviour, including:

* Being polite and courteous to others;
* Being respectful of the differences between people and their circumstances;
* Ensuring they do not engage in any bullying behaviour towards others in, or connected with the workplace. This includes hurtful remarks or attacks and making fun of a person or their work (including references to family, sex, sexuality, gender identity, race or culture, education and economic background);
* Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour of any type;
* Adhering to Jamboree Heights OSHC’s grievance procedures, as listed further in this policy, if they experience any bullying behaviours personally;
* Reporting any bullying behaviours they see happening to others in the workplace, or connected with the workplace in line with the grievance procedure in this policy;
* Keeping information confidential if involved in any investigation of bullying.

**Responsibilities**

It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. The approved provider/coordinator is accountable for ensuring professional standards of conduct are observed at all times and to take immediate preventative action in any situation that has the potential to be construed as harassment. This means acting as a role model for staff to demonstrate appropriate behaviour. Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints.

If you believe you are being harassed in any way, **do not ignore it**. Take action in the following manner:

* Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
* Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party (i.e.), and any response you made.
* Discuss the situation with the coordinator or member of management;
* Adhere with Consultation and Dispute Resolution Clause in the Award

**Grievance procedure**

Grievance procedures shall be made available to employees and clearly articulated in the Educator Handbook.

Employees shall be advised of the relevant Union.

All reports of harassment and/or bullying behaviour shall be managed in accordance with the service’s grievance procedures which include:

* Reporting the grievance to the coordinator, through the appropriate channels;
* Arranging for a meeting with the complainant to discuss the nature of the alleged complaint and or grievance;
* Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information

The approved provider may seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace with appropriate dispute resolution services accessed as required and upon professional advice.

**Confidentiality**

Whilst all endeavors will be made to preserve the confidentiality of the complainant and the person accused, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigative process.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

All meetings will be documented with minutes recorded and treated in a confidential manner. Information including letters of complaint and meeting minutes will be stored confidentially.

**Outcomes**

The outcomes of formal or informal complaint procedures will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Employee Counselling and Disciplinary Procedures Policy (Policy 8.15). Disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

In addition to procedures articulated in the Employee Counselling and Disciplinary Procedures Policy, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

* Providing training to employees concerned regarding bullying;
* Requiring employees who have breached this policy to apologize to appropriate person(s);
* Adjusting working arrangements where appropriate;
* Providing counselling to employees (complainant and the person complained of);
* Placing employees on performance improvement plans to ensure improved behaviour; and/or
* Providing coaching and mentoring.

***References:***

CMS - Community Management Solutions – Workplace Bullying Toolkit

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8.8 Employee Performance Monitoring, Review and Management Policy

Jamboree Heights OSHC acknowledges that to ensure the provision of high quality child care, an active approach is needed in relation to monitoring and managing the ongoing performance of employees to ensure that appropriate knowledge, skill and capacity to perform the position effectively are maintained.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *NQS Area: 4.2; 7.1; 7.2.2, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.5 – Volunteers, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 10.1 – Quality Compliance.*

## 📋 Procedures

Employee performance shall be managed by their supervisor or in the event of the coordinator, the executive office bearers of the management committee.

Employee performance shall be managed in accordance with indicators which have been developed in relation to their position description.

Employee performance shall be monitored through implementing an annual review process. Such a process shall involve:

* Employee completing a performance review self-assessment prior to interview with coordinator and/or management;
* A performance review assessment conducted by the coordinator;
* A formal interview where aspects of each assessment are discussed and performance reviewed.

Part of the performance review shall include a commitment to ongoing professional development where opportunities for enhancing knowledge and skill based on the needs and goals of Jamboree Heights OSHC and its stakeholders are discussed.

Professional development shall be monitored throughout the forthcoming year following the implementation of the plan.

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8.9 Employee Code of Conduct Policy

Jamboree Heights OSHC expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals of Jamboree Heights OSHC. Employees are expected to actively demonstrate a positive attitude towards their work, Jamboree Heights OSHC and Jamboree Heights OSHC’s clients, demonstrating the behaviour expected including integrity and professionalism. Jamboree Heights OSHC requires that all employees abide by the code of conduct at all times during their interactions with children, families, community members, management and other employees.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* *Anti-Discrimination Act 1991 (QLD)*
* *NQS Area: 4.2; 7.1.2, 7.1.3, 7.1.4, 7.1.5; 7.2.1, 7.2.2; 7.3.2, 7.3.3, 7.3.4, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers, 8.7 – Workplace Harassment and Bullying, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures.*

**📋** Procedures

This policy applies to all employees while in the workplace or off site, at work-related functions (including social functions and celebrations), while on excursions or attending work-related training and conferences.

The Jamboree Heights State School P&C Executive Committee believes that all employees should be able to work in an environment free from discrimination, victimization, sexual harassment, vilification and the seeking of unnecessary information on which discrimination might be based. We consider these behaviours unacceptable and they will not be tolerated.

Employees are expected to conduct themselves in a manner which respects the rights and welfare of other employees, volunteers, families and children and to show competence, care, good faith and compliance with instructions and policies and procedures in the performance of their duties.

Employees shall be provided with a copy of Jamboree Heights OSHC’s code of conduct/code of practice or code of ethics prior to commencing employment.

Employees shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Educators shall be expected to consistently uphold the agreement during their employment with Jamboree Heights OSHC, contributing to the creation of a discrimination free and inclusive workplace and a healthy workplace culture.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the employer/service. Action will be appropriate to the breach and may include:

* Counselling;
* An official warning and note on the employee’s file;
* A formal apology;
* Demotion; or
* Dismissal for serious misconduct.

References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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8.10 Employee Orientation and Induction Policy

Jamboree Heights OSHC assumes the responsibility to ensure that all employees receive appropriate orientation and induction which prepares, supports and facilitates their working performance and ongoing capacity for employment within Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* *NQS Area: 1; 2; 3; 4; 5; 6.1.2; 6.2.1; 6.3.2; 7.1; 7.2.2, 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.9 – Employee Code of Conduct.*

## 📋 Procedures

The coordinator (or other Senior Educator) shall take responsibility for the appropriate and ongoing induction and orientation for new employees.

The orientation and induction process shall include (but not be limited to):

* A meeting with the new employee prior to engagement to complete all paperwork relating to their suitability for employment. (This will involve completing appropriate documentation to validate the new employee’s Blue Card where one is already held by the candidate.);
* An information package given to the new employee, which highlights key aspects of the role which must be known and understood prior to commencing work at Jamboree Heights OSHC;
* A minimum 2 hour induction/orientation session where the coordinator will work through the Induction and Orientation checklist with the new employee;
* During the first session of employment, the new employee will be partnered with an experienced educator;
* Within two weeks of employment commencing, the employee shall be expected to complete the Induction and Orientation checklist, signing to say that they have received appropriate and effective induction and return it to the coordinator.

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8.11 Employee Leave Policy

Jamboree Heights OSHC management seeks to ensure that all employee leave and entitlements are managed in accordance with clearly articulated guidelines so as not to negatively impact on the operations of Jamboree Heights OSHC. This policy shall include all applicable forms of leave and relevant entitlements.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *P&C Accounting Manual, P&C Operations Manual (for P&C managed services)*
* *Children’s Services Award (State) 2012 (P&C managed services only), Children’s Services Award 2010, National Employment Standards.*
* *Fair Work Act 2009*
* *NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance Policy.*

## 📋 Procedures

All employees seeking to take extended leave such as Annual Leave or Leave without pay shall submit their request in writing to the management committee at least two weeks prior to such leave being requested.

Employees requesting Long Service Leave must submit their request, in writing to the management committee, at least 3 months prior to the leave being taken.

Management shall approve such leave unless the impact of leave is detrimental towards the successful operations of Jamboree Heights OSHC. Should leave not be approved, the employee shall be entitled to have notification and rationale within 3 working days of the original request for leave.

All sick leave shall be reported to the Coordinator via phone or Assistant Coordinator if the Coordinator is on leave. In the event both Coordinator and Assistant Coordinator are absent, please contact the 3IC of the service to ensure a suitable replacement can be obtained. Jamboree Heights OSHC shall have pre-planned arrangements for filling shifts when educators call in sick.

Best practice method for calling in sick for a shift can be achieved by reporting to the Coordinator with a minimum of 2 hours’ notice prior to commencing their shift, or upon developing an illness and cannot attend their next shift. Management will reserve the right to request a medical certificate at their discretion.

All sick leave shall be logged through Tanda (Online Rostering and Communication tool).

Unwell

Cannot attend shift

Immediately Within 2 hours

Contact Coordinator via phone (Assistant Coordinator or 3IC) Update Tanda

Contact Coordinator via phone (Assistant Coordinator or 3IC) Update Tanda

Coordinator to find replacement

Tanda updated

In the event that this is the coordinator/nominated supervisor, then such report shall be made to the person expected to assume responsibility for Jamboree Heights OSHC on that day or throughout the duration of leave. This person must be the approved provider or delegated as a responsible person.

Management shall ensure that employees do not accrue any more than 6 weeks annual leave per annum. This shall be monitored through providing a balance sheet with annual audited reports documenting leave accruals.

Employees shall receive notification of their leave accruals on their fortnightly pay slip.

All types of leave shall be appropriately recorded on rosters and timesheets.

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8.12 Employee Qualifications – Monitoring Progress Policy

Jamboree Heights OSHC seeks to ensure that all employees enrolled and studying relevant qualifications are monitored and supported as they progress through their studies. This ensures that Jamboree Heights OSHC strives towards providing a suitably qualified level of educators.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Children’s Services Award (State) 2012 (P&C managed services only), Children’s Services Award 2010, National Employment Standards.*
* *NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3, 7.1.4; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, Review and Management, 10.1 – Quality Compliance.*

## 📋 Procedures

All employees shall provide a certified copy of their certificate of enrolment in the approved course or other relevant documentation providing such evidence during their initial probation period or as otherwise required by legislation.

This record shall be attached to a study monitoring form and maintained in the employee’s confidential file held at Jamboree Heights OSHC.

The employer’s representative (manager, director or coordinator) shall monitor and track the employee’s progress through the course, particularly observing that the course will be completed within the required time frame being twice the scheduled course duration.

The employee shall be required to submit a Statement of Progress/Result or other evidence such as a transcript to demonstrate appropriate completion of course components on a regular basis. (This information will be gathered every 6 months or as details are released from the Training Provider or Higher Education Institution).

In the event that necessary progress through the course is observed by the coordinator to be delayed and or jeopardized for any reason, then a meeting shall be scheduled between the employee and the coordinator to discuss an appropriate course of action. Management will be informed of the outcomes of this discussion and shall have authority to approve the required course of action.

The employee may jeopardize their ongoing employment at Jamboree Heights OSHC if they fail to meet the progress in study requirements or complete the course within the prescribed finishing period.

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8.13 Employee Health Policy

Jamboree Heights OSHC expects that employees shall take a conscientious approach to managing their own health and in protecting the health and wellbeing of children, colleagues and others engaged in Jamboree Heights OSHC’s program and activities.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 4.1; 7.1.2, 7.1.3, 7.1.4, 7.1.5; 7.3.1, 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.3 – Educator Ratios, 4.1 – General Health and Safety, 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 8.16 – Employee Immunisation, 8.17 – Fit For Work Policy*

## 📋 Procedures

Employees shall not attend to work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their position.

Employees who are unwell should not attend to work and should notify their supervisor at their earliest convenience that they are unfit for work. (Medical certificates may be required.)

Employees may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.

Employees who become unwell during the execution of their duties shall report immediately to their supervisor and may be relieved from duties.

Employees who have been diagnosed with or suspect that their illness is due to infectious disease shall follow the guidelines as specified by Jamboree Heights OSHC in regard to exclusion periods.

Employees should maintain current immunisation status and may be required to provide the employer with a medical report detailing such status.

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8.14 Employee Online Social Networking Policy

Jamboree Heights OSHC acknowledges that employees may access online social networking sites such as Facebook, twitter, msn and various chat rooms to interact with friends, family and colleagues. This policy aims to establish guidelines on the access and outside work usage of online social networking, with the aim of preventing misrepresentations of Jamboree Heights OSHC and/or its stakeholders.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* *Privacy Act 1988 and Regulations 2013*
* *Duty of Care*
* *NQS Area: 4.3.1; 7.2.3, 7.3.2.*
* *Policies: 2.8 – Anti-bullying, 8.1 – Role and Expectations of Educators, 8.7 – Workplace Harassment and Bullying, 8.9 – Employee Code of Conduct.*

## 📋 Procedures

### Definition

‘Social Networking Media’: refers to any online tools or functions that allow people to communicate via the internet in a semi/public setting. This includes, but is not limited to, applications such as:

* Social networking sites: Facebook and Linkedin;
* Video and photo sharing websites: YouTube, Flickr;
* Blogging and micro blogging sites: Twitter and Bebo;
* All forums and discussion boards;
* Wiki’s: Wikipedia;
* E-learning portals (i.e. www.mytimeourplace.com.au).

### Responsibilities

Good judgement and common sense must be used to ensure the reputation of Jamboree Heights OSHC, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

While Jamboree Heights OSHC does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of Jamboree Heights OSHC, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

* Children of Jamboree Heights OSHC should not be included as ‘friends’ on social networking sites;
* Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
* Jamboree Heights OSHC name shall not be mentioned in online posts and statuses. This is the best way to ensure that Jamboree Heights OSHC’s reputation is safeguarded. If it is necessary for an employee to speak about their place of employment online, they are to refer to ‘work’ and not to Jamboree Heights OSHC name;
* Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
* Be clear that your personal views are yours, and not necessarily the views of Jamboree Heights OSHC management and/or stakeholders;
* Photos of employees in work uniform are not to be placed online;
* If anything is posted online by others which may harm the reputation of Jamboree Heights OSHC, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

If something potentially dangerous to the image or people of Jamboree Heights OSHC is found online, bring this to the attention of the coordinator. This should be done immediately and the information should not be shared with others.

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8.15 Children of Employees Policy

Jamboree Heights OSHC strives to provide a supportive environment for all families and children using Jamboree Heights OSHC. This is extended to children of employees who attend Jamboree Heights OSHC however, Jamboree Heights OSHC also acknowledges the complexities that may arise when children of employees are participating in Jamboree Heights OSHC’s program and activities. This policy strives to articulate a model for best practice when employees are providing direct care to their own children in the course of their employment within Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 1.1.5; 4.2.1; 5; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.6 - Behaviour Support and Management, 2.7 - Exclusion for Behavioural Reasons, 8.1 - Role and Expectations of Educators,, 8.3 - Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction.*

## 📋 Procedures

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

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

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

Children of employees shall be provided with consistent care, consideration and involvement in Jamboree Heights OSHC as any other child participating in the program. The behaviour of children of employees shall be managed as it would any other child participating in the program.

For services located on a school site, if the employee’s child has been excluded from the school, the coordinator will:

* Contact the school to confirm exclusion;
* Speak with the Principal to confirm if exclusion applies at the OSHC service;
* Contact the employee to confirm exclusion from Jamboree Heights OSHC (in accordance with Principal’s direction).

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8.16 Employee Immunisation Policy

Jamboree Heights OSHC acknowledges their obligation as an employer under the *Work Health and Safety Act 2011*, in ensuring the workplace health and safety of employees and others. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases in the workplace. Vaccination of employees and volunteers is not a mandatory requirement under relevant legislation, however is considered by this service as a best practice approach to prevention of vaccine-preventable diseases outbreak.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* *Duty of Care*
* *NQS Area: 2.1.1, 2.1.4; 4.2.1; 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Diseases Response Strategy, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health.*

## 📋 Procedures

All employees and volunteers working with children in Jamboree Heights OSHC should be up to date with all the vaccinations that are recommended for adults.

All employees and volunteers working with children in Jamboree Heights OSHC should consider additional/special vaccinations, recommended due to an increased risk of exposure in the workplace.

Information sheets from Queensland Health provide further guidance regarding recommended immunizations for adults, including but not limited to:

* Hepatitis A;
* Measles, Mumps and Rubella (MMR);
* Varicella (Chickenpox);
* Pertussis (Whopping Cough);
* Hepatitis B - (May be recommended in specific circumstances, such as when providing child care to populations who have a higher prevalence of Hepatitis B).

Employees/volunteers will be required to complete an employee immunisation record as part of Jamboree Heights OSHC employment process.

Each record shall be maintained confidentially in the employee/volunteer’s file.

Any expenses associated with completing the immunisation record such as blood tests and medical fees shall be incurred solely by the employee/volunteer.

Any employee or volunteer conscientiously objecting to Vaccination shall articulate their position in writing, accepting responsibility for their own individual choice to do so. This document will be maintained confidentially in the employee/volunteer’s file.

Conscientious objectors may be required to seek further advice from a medical authority to support them to clearly understand such position. In such cases additional procedures will be relevant to those employees/volunteers should an outbreak of any vaccine-preventable disease occur in the workplace, this will include, but not be limited to:

* Exclusion from the workplace; and/or;
* Restrictions as advised by the relevant health authority.

Such exclusion would be without pay if that person is a paid employee of Jamboree Heights OSHC.

Please note:

Jamboree Heights OSHC is encouraged to access the information sheets available for child care from: http://www.deir.qld.gov.au/workplace/business/childcare/index.htm

These may be provided to educators for further information and should be sourced and dated in the policy when accessed.

The Australian Immunisation Handbook is available from http://www.immunise.health.gov.au/

<http://www.health.qld.gov.au/immunisation/consumers/babies.asp#centres> accessed 08/08/11.

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8.17 Fit for Work Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Work Health and Safety Act 2011*
* *Duty of Care*
* *NQS Area: 4.3.1; 7.2.3, 7.3.1, 7.3.2, 7.3.3, 7.3.4 , 7.4.2, 7.5.1*
* *Policies: 4.4 – Preventative Health and Wellbeing, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

### \*\*PLEASE NOTE\*\* Some content of this policy has been adapted from the Australian Children’s Services Employers Association (ACSEA) as best practice.

### Interpretation

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

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

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

### Responsibilities

The Approved Provider/OSHC coordinator will:

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

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

Each employee is responsible for:

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

All such information will be dealt with in strictest confidence.

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

### Alcohol

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

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is intoxicated, the coordinator or approved provider MUST be contacted immediately. Such behaviours may include, but not be limited to:

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

If the above concerns are raised regarding an employee, the approved provider may request a blood alcohol test, at the management expense. If the employee’s blood alcohol content is higher than 0.00 they will be considered unfit for work immediately. For the employee to return to work, the approved provider/coordinator must be satisfied that they are fit for work and that they have a blood alcohol content of 0.00. Proof of which may include the undergoing of another blood alcohol test, at the employees expense.

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

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

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

### Drugs

Employees must not consume or be under the influence of any unlawful drug anywhere on Jamboree Heights OSHC premises or grounds or while on duty.

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is under the influence of drugs, the coordinator or approved provider MUST be contacted immediately.

If concerns of this nature are raised regarding an employee, the approved provider may request a drug test, at the management expense. This means that employees are expected to return a negative urine test for the following substances:

* Amphetamines;
* Cannabinoids/THC/Marijuana;
* Opiates/Barbituates;
* Benzodiazapimes;
* Cocaine/Methadone;
* LSD.

If an employee tests positive for any other substance, the approved provider may obtain relevant expert advice to determine whether the employee will be considered fit for work.

If an employee tests positive for drugs they will be considered unfit for work immediately. For the employee to return to work, the approved provider must be satisfied that they are fit for work. Proof of which may include the undergoing of another urine drug test, at the employees expense.

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

The use, possession, cultivation, manufacture and distribution of an unlawful drug is illegal. If the approved provider becomes aware that you have, or have had, in your possession or control, or are cultivating or supplying unlawful drugs or drug taking implements, whether for profit or otherwise on Outside School Hours Care premises or grounds or while on duty, they will notify the police and actively assist them in their enquiries.

Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with manufacturers’ recommendations. If an employee is taking prescription or non-prescription drugs, which could cause drowsiness or otherwise affect their fitness for work, they must advise the coordinator so that their ability to work safely can be monitored. If necessary, a medical opinion may be obtained. If adversely affected an employee will be requested to cease working with children. Arrangements will be made for them to safely return to their home.

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

### Alcohol and Drug Testing Requirements

Jamboree Heights is with in there right as a company to conduct random drug test

Testing may be carried out where:

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

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

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

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

### Disciplinary Procedures

The Approved Provider may take the following disciplinary action where an employee is found to be under the influence of alcohol or other drug;

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

The appropriate disciplinary action will depend on the individual circumstances of each matter. In making any decisions, the Approved Provider will take into account factors including, but not limited to:

* The seriousness of the employees behaviour;
* The risk posed to the safety of employees and others; and
* Any previous breaches of this policy.

An employee who receives a warning will be counseled by the Approved Provider regarding:

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

The employee will be advised that they may be monitored for a period of time to ensure that the problem has been addressed and that during this period they may be subject to periodic alcohol and drug testing.

The employee will receive a written warning which will reflect the key points covered in this process. A copy of this will be placed on their personnel file.

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

An employee who receives a final written warning will be counseled by the Approved Provider as set out above and will be required to demonstrate that the threat to work performance and/or safety has been effectively addressed before they are permitted to return to work.

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

### Fatigue

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

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

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

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

The coordinator will take all practical steps to asses and manage the work environment to minimize the impact of fatigue.

Jamboree Heights OSHC will provide appropriate information and education on the causes and

management of fatigue and will arrange for all individuals to be made aware of their

responsibility to prevent impairment of their fitness for work by fatigue.

### Physical Ability

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

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

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

### Confidentiality

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

Information relating to an employees’ fitness for work must be transmitted, used and stored in a confidential manner in accordance with the Information Handling Policy (policy 10.8).

The disclosure of confidential information may be required to those persons who have a legitimate ‘need to know’. Typically, this will be only to those persons who have a responsibility for ensuring the employees’ safety and performance. Disclosure will be limited to the information necessary to address the situation. The approved provider/OSHC coordinator will inform the employee as to:

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

(ACSEA, 2006)

<http://acsea.org/media/Documents/employment%20documents/fitness%20for%20work%20policy.pdf>

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8.18 Employee Retention Policy

Jamboree Heights OSHC recognises the importance of retaining quality employees who demonstrate ongoing commitment to their work with children and families and use professional standards to guide their practice. The development and retention of quality employees ensures continuity and that the school age care program is responsive to the needs of children as individuals and in groups.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Relevant Industrial Awards
* *NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications – Monitoring Progress.*

## 📋 Procedures

Jamboree Heights OSHC will develop clear policies and procedures in relation to employee vacancies to ensure key values, skills and attributes are identified when advertising vacancies.

Jamboree Heights OSHC will ensure policies and procedures are developed and implemented in relation to employee orientation and induction with individual checklists completed to ensure all aspects of the employee’s job role are discussed.

Jamboree Heights OSHC will develop clear policies and procedures in relation to employee performance reviews with identified strategies in place to manage ongoing learning and professional development.

Jamboree Heights OSHC will develop exit interview strategies to ascertain reasons for staff turnover with the intention to develop strategies to promote job satisfaction for existing employees.

Jamboree Heights OSHC will actively work towards supporting educators to develop professionally through:

* Encouraging attendance at workshops;
* Supporting networking opportunities;
* Supporting higher education and qualification attainment;
* Enabling ‘on the job’ development and learning through coaching, mentoring and effective leadership;
* Providing regular opportunities for team members to come together and share thoughts and ideas enabling critically reflective practice.

References and Resources

<https://www.davidsoninstitute.edu.au/learning-centre/business/articles/developing-a-staff-retention-strategy>

<http://www.dixonappointments.com.au/-500862/staff-retention>

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8.19 Employee Counselling and Disciplinary Procedures Policy

Jamboree Heights OSHC acknowledges that, from time to time, employee behaviour and performance may fall below the expected standards as detailed in the specific job description and orientation/induction processes. The purpose of this policy is to establish an equitable and consistent approach to addressing unsatisfactory work performance and/or conduct by:

* Ensuring counselling takes place to reinforce the expected performance or conduct standards;
* Establishing a process under which warnings may be issued and discussed; and
* Providing for disciplinary action when performance or conduct does not improve.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Duty of Care*
* *Privacy Act 1988 and Regulations 2013*
* *Fair Work Act and Regulations 2009*
* *Prevention of Workplace Harassment Advisory Standard 2004*
* *Relevant Industrial Award or Agreement*
* *NQS Area: 4.2; 7.1.1, 7.1.2; 7.2.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.5 – Volunteers, 8.6 – Employee and Volunteer Grievance, 8.8 – Employee Performance , Review and Management, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.17 – Fit for Work, 10.8 – Information Handling (Privacy and Confidentiality)*

**📋** Procedures

**Definitions**

‘Counselling’: the discussion and analysis of issues which affect an employee’s conduct and/or work performance. Counselling is used to improve an employee’s performance where their behaviour or performance doesn’t meet required expectations.

‘Unacceptable performance’: is when the employee’s performance remains unacceptable following a reasonable period of performance improvement.

‘Misconduct’: when an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to:

* Breaches of policies, codes of conduct and other reasonable instructions;
* Unauthorized absence from work;

‘Serious Misconduct’: when an employee breaches their obligations under their contract of employment to an extent that it is reasonable to discontinue their employment. Examples of serious misconduct may include but are not limited to:

* Dishonesty and fraud;

* Bullying, fighting or abusive behaviour;
* Sexual harassment;
* Drunkenness and drug use;
* Acting in an unsafe manner;
* Misusing confidential information;
* Damage or misuse of service equipment and resources;
* Breach of any act or legislation relating to their employment.

‘Disciplinary action’: action taken by the organisation to deal with any actual, alleged or perceived breach of legislation, policies, codes or other standards of work performance and/or conduct.

**Service Responsibilities**

Jamboree Heights OSHC acknowledges that the principle objective of counselling employees is to draw allegedly inappropriate behaviour and/or unacceptable performance to the attention of an employee and, where proven, explain to the employee the potential and/or actual consequences of that performance and/or behaviour and assist them in achieving and maintaining behaviour and performance that is consistent with Jamboree Heights OSHCs policies, procedures and practices.

Jamboree Heights OSHC has developed disciplinary procedures designed to address employee conduct that impedes the operation of Jamboree Heights OSHC whilst ensuring all parties receive procedural fairness and due process in a timely and effective manner. Service management reserve the right to amend procedures depending on the facts of each situation and the nature of the offense.

Jamboree Heights OSHC will treat all allegations of unacceptable performance and/or misconduct as serious and take prompt action to address identified issues, irrespective of whether they be minor or more serious. If action (as per the counselling and disciplinary procedures) cannot be taken immediately, the employee concerned should be advised as soon as possible of when and where that follow-up action will take place.

In consultation with management, Jamboree Heights OSHC coordinator may conduct a workplace investigation in cases of allegations of serious misconduct. The employee who has been accused of the allegation will be informed of the matter verbally, and in writing, and will be advised that they may be stood down on full pay until the workplace investigation has been completed. The workplace investigation will include the gathering of relevant information, written statements, interviews, documents and records. Other employees may be required to be interviewed as part of the investigation. Further disciplinary action will depend on the results of the investigation.

All persons involved in any way with the counselling and disciplinary processes must retain confidentiality at all times. The employee may choose to discuss the matter with a nominated support person and may elect to bring them along to any interview or counselling session conducted under the formal components of the process.

Jamboree Heights OSHC counselling and disciplinary procedures will have three distinct, but not necessarily sequential components:

* Informal counselling (face-to-face feedback);
* Formal counselling; and
* Disciplinary procedures (including warnings).

The decision as to which of the three components initially apply will be based on the seriousness of the employee’s behaviour and/or performance and will depend on the facts and circumstances as identified by, or conveyed to, Jamboree Heights OSHC coordinator.

Where Jamboree Heights OSHC coordinator has not identified the behaviour and/or performance issue first hand, sufficient facts must be gathered to determine the seriousness of the behaviour and the appropriate action. Direct observations may be undertaken by Jamboree Heights OSHC coordinator to determine validity of allegations. Immediate action must be taken if there are serious concerns about an employee’s conduct. As part of the process of establishing the facts, Jamboree Heights OSHC coordinator may:

* Assess relevant documentation;
* Interview person/s who may (or should) have knowledge of the employee’s behaviour; and
* Document what has occurred.

**Informal counselling**

Informal counselling and/or face-to-face feedback will normally occur when, in the coordinator’s opinion, the employee’s behaviour is such that formal disciplinary action is not appropriate. Where it is established during the informal discussion that the behaviour expectations have not been met, feedback given must be constructive and delivered to encourage the employee to achieve and maintain expected behaviour/performance standards.

If the discussion confirms that misconduct has occurred, the employee should be:

* Advised of how the behaviour and/or performance is inconsistent with Jamboree Heights OSHC expectations and their employment contractual obligations;
* Provided with an opportunity to respond to the concern and to raise any other matter that they consider relevant; and
* Engaged in jointly identifying a plan of action to improve performance standards or outline the appropriate conduct expected.

After the informal counselling session Jamboree Heights OSHC coordinator will keep a diary note of the discussion and where appropriate, plan a subsequent discussion with the employee to review the behaviour or performance.

**Formal counselling**

Formal counselling will normally occur when:

* The employee has previously been counselled informally but behaviour has not improved to the expected standard (unacceptable performance);
* The employee’s misconduct is such that, in the opinion of Jamboree Heights OSHC coordinator, formal counselling is appropriate.

The formal counselling session will take place as soon as possible after the behaviour and/or performance issue is identified with the employee being advised in writing of:

* When and where the interview will take place;
* The matter/s that will be discussed (i.e. specific details of the alleged unacceptable performance/misconduct);
* Their opportunity to respond; and
* The opportunity for them to bring a support person/observer to the interview.

At the meeting the coordinator and employee will review and discuss the allegations and their responses to these allegations as well as any additional incidents, information and prior relevant corrective action plans.

At the conclusion of the formal counselling session the coordinator will complete an Employee Counselling Report, to be signed and dated by the employee as a true and correct record of discussions, agreed actions and timeframes. A record of the meeting will be provided to the employee by way of a letter confirming:

* The issue of concern;
* Any assistance/support to be provided (if relevant);
* Date and time for subsequent meeting; and
* Disciplinary action taken with the possibility of further action should the required expectations for behaviour and/or performance not be achieved.

**Disciplinary action**

Disciplinary action may be taken where the alleged misconduct and/or unacceptable performance continues, or is of a serious nature. Disciplinary action may include written warnings and/or termination of employment.

Written warnings

The purpose of a written warning is to emphasis to the employee that their misconduct or performance is unacceptable and to make clear that further disciplinary action may be taken. A written warning may be given to an employee when:

* The employee has previously been through the formal counselling process and has not met the required standards or expectations; or
* The employee’s performance or misconduct is of a serious nature and requires immediate action.

Written warnings must also detail the support and/or training to be provided to the employee as well as the expected timeframes for review of the identified issue/s.

Show cause meeting

The purpose of this meeting is to ask the employee to show cause as to why their employment should not be terminated. Depending on the circumstances, the employee may be stood down on full pay until a meeting is scheduled. Employees will be required to respond, in writing and prior to the scheduled meeting, addressing the allegations and their reasons why employment should not be terminated.

Requests for an employee to attend a show cause meeting shall be made in writing outlining:

* When and where the meeting will take place;
* Who else will be involved in the meeting (i.e. Management representative)
* The specific issue that will be discussed (i.e. alleged unacceptable performance/misconduct);
* Their opportunity to respond; and
* The opportunity for them to bring a support person/observer to the meeting.

At the meeting the management representative, coordinator and employee will review and discuss the allegations and their responses to these allegations as well as any additional incidents, information and prior relevant corrective action plans. A decision surrounding the employee’s continued employment will be made at this meeting.

Employees terminated as a result of misconduct or unacceptable performance will be given notice as per their Industrial Award and will receive any outstanding leave and/or TOIL entitlements (if applicable). Terminated employees will be issued with a Statement of Service.

Management reserve the right to seek independent Industrial Relations advice to assist in this process.

Instant dismissal

Serious misconduct, (as identified at the beginning of this policy) will not be tolerated and may result in the instant termination of employment.

**Management responsibilities**

The Jamboree Heights P&C Executive Committee is responsible for ensuring that Jamboree Heights OSHC adheres to the disciplinary process and that reasonable support is provided to ensure the process is fair and that the employee has every reasonable opportunity to change the unsatisfactory pattern of their behaviour.

At each stage of the disciplinary process, management may obtain advice, particularly in the preparation of written warnings and/or termination. This process shall be implemented within the context of the appropriate industrial awards and in accordance with relevant State and/or Commonwealth legislation.

References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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8.20 Workplace Sexual Harassment Policy

The Jamboree Heights P&C Executive Committee is committed to ensuring the working environment is free from sexual harassment where all employees are treated with dignity, courtesy and respect. This includes any work-related activities such as conferences, work functions and/or excursions.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Work Health and Safety Act 2011 and Regulations 2011*
* *Sexual Discrimination Act 1984*
* *Anti-Discrimination Act 1991 (QLD)*
* Fair Work Act and Regulations 2009
* *NQS Area: 4.1; 4.2; 7.1.2, 7.1.3; 7.2.2; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee Volunteer and Grievance 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures, 10.8 – Information Handling (Privacy and Confidentiality)*

## 📋 Procedures

**Definition**

‘Sexual Harassment’ is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended.

Sexual harassment in the workplace can take many different forms and may include:

* Staring, leering or unwelcome touching;
* Suggestive comments or jokes;
* Unwanted invitations or requests for sex;
* Intrusive questions about a person’s private life or body;
* Insults or taunts based on sex;
* Sexually offensive communications (phone, email, SMS or other social media).

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Sexual harassment doesn’t have to be repeated or continuous to be against the law with some types of sexual harassment being offences under criminal law. These include:

* Physical molestation or assault;
* Indecent exposure;
* Stalking;
* Obscene communications (telephone calls, letters, etc.).

Jamboree Heights OSHC has a legal responsibility to prevent sexual harassment in the workplace, therefore the coordinator and other members of management have a particular obligation to:

* Model appropriate behaviour;
* Promote this policy;
* Treat all complaints seriously and attend to them promptly;
* Monitor the work environment; and
* Seek expert help for complex or serious matters.

Jamboree Heights OSHC will take disciplinary action against any employee found to have breached this policy, which may include:

* An official warning and note on the employee’s file;
* A formal apology;
* Counselling;
* Demotion; or
* Dismissal for serious misconduct.

Complaints of sexual harassment will be dealt with as per the Employee and Volunteer Grievance Policy and will be dealt with as per the Employee Counselling and Disciplinary Procedures Policy.

# References

ACSEA. (2006). *employee manual.* brisbane: ASCEA.

Victoria, A. F. (n.d.). *Asthma and the Child in Care Model Policy.* Retrieved from Asthma foundation: http://www.asthma.org.au/Portals/0/doc/Resources/2013%20Child%20in%20Care%20Model%20Policy%20%28Version%202%29.pdf

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## 8.21 Educator Uniform and Personal Presentation Policy

The Jamboree Heights P&C Executive Committee, the Approved Provider requires that educators and other staff, engaged to work with children in Jamboree Heights OSHC, present themselves and wear a standard of dress appropriate to the circumstances and environment in which they will be working. In administering this policy, consideration will be given to any work, health and safety requirements as well as the need to ensure that clothing worn by educators is neither offensive nor hazardous.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Work Health and Safety Act 2011 and Regulations 2011*
* *Relevant Industrial Agreement*
* *NQS Area: 4.2.1; 7.1.2, 7.3.5.*
* *Policies: 8.1 - Role and Expectations of Educators, 8.3 - Recruitment and Employment of Educators, 8.5 – Volunteers,8.6 – Employee and Volunteer Grievance, 8.9 – Code of Conduct, 8.10 - Employee Orientation and Induction*

## 📋 Procedures

A high standard of personal presentation is required from all educators and other staff at all times whilst on duty at Jamboree Heights OSHC. Educators are required to maintain a high level of personal hygiene and all clothing should be clean, pressed and in good condition.

Failure to follow the coordinator’s direction and/or blatant violation or repeated violations of this policy may result in disciplinary action.

**Dress Code**

Educator’s dress and appearance should be professional and conducive to active participation with children. Clothing worn to comply with cultural or religious standards is allowable as long as it does not pose a foreseeable risk to health and safety at work.

Upon employment, educators and other staff will be issued with a service uniform shirt which must be kept laundered and in good condition. Educators will receive a weekly laundry allowance, as per the relevant industrial award. The service uniform shirt may either be purchased outright or obtained with the payment of a bond that will be returned when employment ceases and the uniform shirt is retuned clean and laundered in a presentable condition.

All educators and other staff will be required to wear Jamboree Heights OSHC uniform shirt while on duty at Jamboree Heights OSHC. Jamboree Heights OSHC uniform shirt can be worn prior to, and after their designated shift however, whilst in the public view, the educator will be required to conduct themselves in a manner that will not be detrimental to the reputation of Jamboree Heights OSHC.

Prior to receiving their allocated service uniform shirt, educators will not be permitted to wear clothing that is:

* Tight or revealing (i.e. midriff tops, clothing that reveals undergarments, shirts with spaghetti straps, low-cut tops); or
* Displaying inappropriate images or words; or
* Damaged, including clothing that is ripped or torn.

Educators will be required to supply their own shorts or pants with consideration given to the appropriateness of such clothing when actively working with the children. Shorts and/or pants are required to be no shorter than mid-thigh length with consideration given to ensuring that no part of their buttocks are exposed and at the Coordinators discretion. No tights or gym wear are to be worn as part of the OSHC uniform.

Where educators are required to attend special events, conferences, courses or seminars Jamboree Heights OSHC uniform requirements still apply unless specifically directed by the coordinator or approved provider.

Educators will be provided with a service name badge which must be worn whilst on duty at Jamboree Heights OSHC. Name badges must be kept clean and should be worn so that they are clearly visible.

In some circumstances it may not be practicable for educators or other staff to wear Jamboree Heights OSHC uniform such as during pregnancy or for religious requirements. In such cases, educators and other staff should comply with the general presentation requirements and seek approval from the coordinator or approved provider.

If the coordinator determines that the educator’s dress or appearance does not comply with this policy, a determination will be made as to whether the educator is allowed to remain at work or must leave work to change his/her dress. In any circumstance that an educator is requested to return home and change the coordinator will ensure that the educator/child ratios of Jamboree Heights OSHC are maintained.

Educators who leave the employ of Jamboree Heights OSHC will be required to return all service uniform shirts in a clean and laundered state. Old or unwanted uniform items should not be given to charities, other people or organisations but should be returned to the coordinator for disposal.

**Personal Protection Clothing**

Jamboree Heights OSHC will ensure that uniform shirts supplied comply with recommended SunSmart guidelines and include a collar and mid-length sleeve.

In order to comply with the SunSmart Policy of Jamboree Heights OSHC, educators and other staff will be required to wear) sun smart hat when outdoors. Educators will be supplied with a sun safe hat along with the service uniform shirt and ensuring it is at Jamboree Heights OSHC when required.

Educators will be required to wear enclosed and protective footwear at all times. The standard requirement will be a sandshoe or jogger however, consideration may be given to other types of footwear provided that it encloses the foot and is not a strap-on type of footwear. All footwear must meet the work, health and safety requirements of Jamboree Heights OSHC and be conducive to active participation with the children.

**Personal Safety**

Educators or other staff with long hair are required to secure their hair and tie it back when working with the children and/or handling and preparing food.

Work, health and safety requirements must be considered when determining if excessive jewelry, body piercings and/or other accessories worn by educators are appropriate when working with children. Educators will be encouraged to:

* Wear small sleeper or stud type earrings;
* Minimise the wearing of large or protruding rings;
* Minimise the wearing of long, dangly necklaces; and
* Minimise the amount of jewellery worn when working with the children.

The above is subject to the Coordinators discretion.

To ensure their safety and that of the children and colleagues, educators are requested to maintain their fingernails at a safe and workable length and to minimise any nail decorations and no nail embellishments.

**Personal Appearance**

Educators are expected to maintain a high standard of personal care, ensuring that there :

* Hair is clean and tidy;
* Personal hygiene includes deodorant and/or antiperspirant;
* Choice of clothing is laundered and kept in good repair.

Jamboree Heights OSHC acknowledges the educator’s’ right to individual cultural and creative expression through piercings (facial, tongue or body) and/or tattoos however, there is an expectation for educators to ensure that:

* All piercings comply with Jamboree Heights OSHC’s work, health and safety requirements; and
* Tattoos visible to children and families are non-offensive.

# References

Tablelands Regional Council. (2014, December). *Staff Uniform and Presentation Policy.* Retrieved from Tablelands Regional Council: http://www.trc.qld.gov.au/sites/default/files/Staff%20Uniform%20and%20Presentation%20Policy.pdf

University of Wollongong. (2014, February). *Educator Dress code Policy.* Retrieved from UniCentre - University of Wollongong: http://unicentre.uow.edu.au/content/groups/public/@web/@unic/@mrkt/documents/doc/uow146232.pdf

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9.1 Access Policy

The Jamboree Heights OSHC Service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds e.g. cultural, religious, gender, disability, marital status and income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Government Children’s Services Handbook*
* *Duty of Care*
* *NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1,6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.11 – Including Children with Special/Additional Needs, 9.2 – Enrolment, 9.3 – Communication with Families.*

## 📋 Procedures

If demand for places provided at this Service exceeds those available, priority of access will be given based on guidelines provided by the Department of Education Children’s Services Handbook.

Jamboree Heights OSHC and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children’s backgrounds and provide opportunities being sensitive to their needs.

To enable children with special/additional needs to attend, Jamboree Heights OSHC will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at Jamboree Heights OSHC, the coordinator will invite and encourage all parents/guardians and their child to meet with educators regularly to review and evaluate how Jamboree Heights OSHC is meeting the needs of the particular child.

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9.2 Enrolment Policy

Jamboree Heights OSHC acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Government Department of Education Children’s Services Handbook*
* *Duty of Care*
* *NQS Area: 1.1.5; 2.1.1; 2.2.1; 2.3.4; 4.1.1; 4.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3;; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 8.15 - Children of Employees, 9.1 – Access*

**📋** Procedures

The enrolment process will commence with an initial meeting between parents/guardians and the coordinator, where the families will be provided with a service enrolment pack, including but not limited to:

* Family handbook;
* Service rules and behaviour expectations.

Enrolment at this Service for children over pre-school age (but not yet started prep) is available from the beginning of the calendar year in which they will attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

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

* Personal details (name, address, and date of birth);
* Name, home and work address and phone numbers of parent/guardian;
* Name, address, phone number and relationship to child of persons (authorised nominee) who may be contacted for emergency collection;
* Parental/guardianship and/or residential details (if any), including copies of relevant court orders;
* Relevant health, medical and immunization details;
* Name, address and phone number of the child’s doctor;
* Any special physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child;
* Authorization for Jamboree Heights OSHC coordinator (or nominated educator) to:
  + Provide emergency medical treatment;
  + Apply/assist to apply SPF +50 sunscreen;
  + Take and/or display children’s photograph or video;
  + Take and/or display children’s work;
  + Approval for movie watching and game playing;
  + Acceptance of the OSHC behaviour management policy;
  + Approval for special activities such as face paint, hair chalk and temp tattoo’s;
  + Approval for local excursions;

The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by Jamboree Heights OSHC in keeping with the Information Handling Policy (Privacy and Confidentiality), (see Policy 10.8) and the other Policies and Procedures of Jamboree Heights OSHC from time to time.

Jamboree Heights OSHC cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as Jamboree Heights OSHC will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

Jamboree Heights OSHC will, on a regular basis, request families to update children’s enrolment forms to ensure all parent/guardian and emergency contact information is current. Including the start of a new year, new family starting at the service or other necessary updates.

All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy and Confidentiality]).

Any changes to permanent bookings, contact details or nominated contacts permissions, must be done via email to the service or change of details form. Service to print off the email or change of details form and keep said email or form in the file of the family.

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9.3 Communication with Families Policy

Jamboree Heights OSHC recognizes and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance Jamboree Heights OSHC provided. Families are welcome to attend Jamboree Heights OSHC or talk to educators during operation. We encourage families to voice any concerns in a way that will assist us to provide a better service.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Privacy Act 1988 and Regulations 2013
* *NQS Area: 1.1.4, 1.1.5; 2.1.1, 2.1.4; 2.2.1, 2.2.2; 4.1; 4.2.1; 6.1; 6.2; 6.3.2, 6.3.3; 7.1.5; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 - Bookings and Cancellations, 3.4 – Homework, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.11 – Escorting Children, 4.2 – Infectious Diseases, 4.6 – Medication, 5.2 – Food and Nutrition, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 9.5 – Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology, 10.18 – Court Orders and the Release of Children in Care.*

## 📋 Procedures

For new families at Jamboree Heights OSHC, the first point of contact will be the coordinator, who will meet with the parents/guardians and the child to discuss Jamboree Heights OSHC and the child’s needs and to answer any questions.

On enrolment, a Family Handbook will be provided as part of Jamboree Heights OSHC enrolment package. The information contained in this handbook is based on Jamboree Heights OSHC policies and procedures and should be used as a reference.

Parents/guardians will have access to meet with the coordinator by appointment, to discuss any issues or concerns with respect to their child and/or Jamboree Heights OSHC. Information is available to families about their child which includes documentation of their child’s learning, development and participation in the program.

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

Before entering the premises, all persons will need to be identified by the coordinator, or other educators. An approved person is a person who has been given permission by the parent/guardian, coordinator/educators or management committee.

The coordinator will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavor wherever possible to answer questions and provide required information.

Any deficiencies in Jamboree Heights OSHC which are identified through this process, and can be rectified, will be taken into account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

The coordinator may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the parent sign in/notice board area.

Information for parents will also be communicated through:

* emails: and/or
* regular newsletters; and/or
* parent sign in and notice board area; and/or
* regular meetings between coordinator/educators and parents/guardians; and/or
* notices written by the coordinator, and approved by the management committee, being given to parents/guardians when there are matters of changed policy and it is important for the changes to be communicated before the next newsletter or monthly meeting; and/or
* Notifications sent through Jamboree Heights P&C social networking site (if applicable).

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9.4 Communication with Community Policy

Jamboree Heights OSHC recognizes and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Privacy Act 1988 and Regulations 2013
* *NQS Area: 6.2.2, 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.5.1.*
* *Policies: 8.14 – Employee Online Social Networking, 9.5 – Complaints Handling, 9.6 – Communication with Families, 9.7 – Community Engagement.*

## 📋 Procedures

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

The Family Handbook makes it clear that families have access to information on relevant community resources for their children, and the coordinator ensures that they are indeed available on request by parents/guardians.

The coordinator ensures that the surrounding neighbours (including businesses) of Jamboree Heights OSHC are invited to attend Jamboree Heights OSHC on a regular basis to obtain any information, provide any feedback on the operation of Jamboree Heights OSHC as a responsible neighbour, and to explore any ways in which stronger community links can be built.

Members of the community will have free access to meet with the coordinator by appointment (provided that parents and children of Jamboree Heights OSHC are the greater priority), to discuss any issues or concerns with respect to Jamboree Heights OSHC.

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

Any deficiencies in Jamboree Heights OSHC which are identified through this process and can be rectified will be taken in to account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

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9.5 Complaints Handling Policy

To ensure service provision is in keeping with these Policies and Procedures and other applicable requirements, Jamboree Heights OSHC invites comments and complaints from children, parents/guardians, employees and the community. Jamboree Heights OSHC respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Privacy Act 1988 and Regulations 2013
* *NQS Area: 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2; 7.3.*
* *Policies: 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality)*

## 📋 Procedures

The coordinator shall be the first contact for all comments and/or complaints. However, the complainant will have direct access to the management committee, and the coordinator will permit and, if appropriate, encourage the complainant to do so, if:

* The complaint is about the conduct of the coordinator;
* The complainant is not comfortable to take the complaint to the coordinator;
* The complainant is not satisfied with the coordinator’s handling of the complaint;
* The complaint is about a matter of management and administration policy.

For this purpose, parents and others will be kept informed of the current contact details of the chair of the management committee through the Family Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.

The coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document, which will not be accessible to any person, provided that the coordinator will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to Jamboree Heights OSHC management committee or the relevant Regulatory Body for further guidance and/or assistance.

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9.6 Parent and Community Participation Policy

Jamboree Heights OSHC values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, Jamboree Heights OSHC shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children’s lifelong learning and recreational enrichment.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Public Liability Insurance*
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *NQS Area: 2.2.2; 2.3.3; 4.2.1; 6.1.1,6.1.2; 6.2.1, 6.2.2; 6.3.1, 6.3.3, 6.3.4; 7.1.5; 7.2.1, 7.2.3; 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 3.5 – Excursions, 8.5 – Volunteers, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.9 – Risk Management and Compliance,*

## 📋 Procedures

### Parents

Jamboree Heights OSHC shall develop and implement strategies and processes that identify:

* Parent skills and interests suitable to the program;
* How such parent involvement will support the overall objectives of Jamboree Heights OSHC and in particular program delivery; and
* When such parent skills and interests may be utilized as part of the program throughout the year.

Parents will be encouraged to participate in Jamboree Heights OSHC through attendance at management meetings and/or service events.

### Community

Jamboree Heights OSHC shall develop and implement strategies and processes that identify:

* Accessible community resources;
* The methods in which such resources can be utilized e.g. excursions, incursions, support activities etc.;
* How such community engagement will support the overall objectives of Jamboree Heights OSHC and in particular program delivery; and
* When such community resources may be able utilized throughout the year.

The coordinator, management and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of Jamboree Heights OSHC will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

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9.7 Management of Intoxicated or Persons Under the Influence Policy

The following policy and procedure are written and described without prejudice:

On occasion, nominated and/or certified supervisors of Jamboree Heights OSHC may need to exercise duty of care in managing particular situations. These occasions as described by such policy may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. All persons considered or expected under the influence of drugs, alcohol or other substance that are under the employ (at the time) of Jamboree Heights OSHC shall be referred to the “fit for work” policy and procedure. All persons who are not under the current employ of Jamboree Heights OSHC shall be requested to follow the policy and procedure as described.

Under no circumstances would Jamboree Heights OSHC recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* Child Protection Act 1999 and Regulations 2000
* Family and Child Commission Act 2014
* *Work Health and Safety Act 2011*
* *NQS Area: 2.3.2; 4.2.1; 7.1.1, 7.1.2; 7.3.2, 7.3.4, 7.3.5..*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.8 – Parent Conduct.*

## 📋 Procedures

The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:

* Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.

Should the coordinator or other senior employee reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drug or other substance, they shall:

* Make attempt to discuss concerns with parent, guardian or authorised person;
* If not parent, then make attempt to contact parent to discuss concerns;
* Only release the child if required to by law;
* Call the police if an immediate threat to the welfare and wellbeing of children/and or family exists.

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9.8 Parent Conduct Policy

Jamboree Heights OSHC strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. Jamboree Heights OSHC expectations of parent conduct whilst attending Jamboree Heights OSHC are clearly explained in the parent information package and are further supported by this policy.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Child Protection Act 1999 and Regulations 2000
* *Duty of Care*
* *NQS Area 6.1.1; 7.1.1; 7.3.2, 7.3.4.*
* *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.*

## 📋 Procedures

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from Jamboree Heights OSHC.

Appropriate communication shall include, but not be limited to:

* Appropriate Language; and
* Calm and considerate tone.

Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with Jamboree Heights OSHC may be exposed to appropriate consequences which may result in the suspension of their family’s enrolment with Jamboree Heights OSHC.

The Police may be notified if Parent/guardian conduct within Jamboree Heights OSHC is threatening or violent.

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9.9 Acceptance and Refusal of Authorisations Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* *Privacy Act 1988 and Regulations 2013*
* *Duty of Care*
* *NQS Area: 1.1.2, 1.1.3, 1.1.4, 1.1.5; 2.1.4; 2.2.2; 2.3.2, 2.3.4; 6.1; 6.2.1; 6.3.1; 6.3.3; 7.1.1; 7.3.1, 7.3.2,7.3.4, 7.3.5.*
* *Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 2.15 – Children’s Belongings and Property, 3.2 – Program and Documentation Evaluation, 3.4 – Homework, 3.5 – Excursions, 3.7 – Physical Activity, 3.8 – Extra-Curricular Activities, 3.10 – Observational Recording, 3.11 – Escorting Children, 3.13 – Water Safety, 3.15 – Cooking with Children, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.14 – Asthma, 5.2 – Food and Nutrition, 9.2 - Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within Jamboree Heights OSHC, 10.18 – Court Orders and the Release of Children in Care.*

## 📋 Procedures

Through Jamboree Heights OSHC enrolment process parents/guardians will have opportunity to give and/or refuse authority for the following (including but not limited to):

* Sharing of information, relevant to the care of their child (e.g. health, wellbeing and/or cultural requirements) amongst educators and/or support workers who are working within the OSHC program;
* Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child;
* OSHC educators to liaise with other health/medical professionals in relation to the care of their child;
* OSHC educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities;
* OSHC educators to take photos or video’s of their child to record important events and special activities as part of the program;
  + - Separate authority to allow OSHC to use photographs of their child for communication and advertising purposes;
* OSHC Educators to display the child’s work;
* Acceptance to adhere to the OSHC behaviour management policy;
* Consent to allow local excursions with OSHC educators;
* Consent to allow children to watch movies and play video games rated PG;
* Special activities, such as but not limited to: face painting, hair chalk & temporary tattoo’s

Verbal authorisations will be accepted by Jamboree Heights OSHC however the following procedure will be implemented:

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

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

Jamboree Heights OSHC will waive compliance with this policy where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. Jamboree Heights OSHC can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

* Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children’s participation is contained within the relevant policies of this service (e.g. Excursions Policy, Extra-curricular Activities Policy, Escorting Children Policy).
* Parents/guardians are responsible for, and have the right at any time to, change authorisations given to Jamboree Heights OSHC in relation to their child and their child’s participation in the program. This may be done through completion of an updated enrolment form or other written authorisation.

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| **Policy Group** | **Management and Administration** |
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10.1 Quality Compliance Policy

Jamboree Heights OSHC strives to meet the National Quality Standard for Early Childhood Education and Care and School Age Care and the requirements for Approved Providers of child care services under the *Education and Care Services National Law Act, 2010 and Regulations 2011* in such a way as to best fulfill its ability to care for children and to carry out the agreed policies and procedures of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* ‘My Time, Our Place’ Framework for School Age Care
* *NQS Area: 4.1; 7.1; 7.2; 7.3.*
* *Policies: 1.1 – Philosophy Statement, 1.2 – Goals, 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.3 – Food Act Compliance, 6.1 – Space and Facilities Requirements, 7.1 – Emergency Equipment and Facilities, 8.2 – Educational Leader, 10.5 – Approval Requirements under Legislation, 10.6 – Supervisor Certificate, 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within Jamboree Heights OSHC.*

## 📋 Procedures

Jamboree Heights OSHC has developed, and will regularly review and update, written policies for conduct of Jamboree Heights OSHC (including at least the matters required by the *Education and Care Services National Regulation 2011* and the *National Quality Standard*).

* The management committee requires the coordinator, or in his/her absence, the acting coordinator or responsible person to act as Quality Officer to:
  + - Ensure and monitor the implementation of this Quality Compliance Policy;
    - Check for, record and act on any non-compliances by Jamboree Heights OSHC or its employees with this Quality Compliance Policy or any Quality Areas; and
    - To monitor changes in the *Education and Care Services National Law Act, 2010 and Regulations 2011* and the National Quality Standard (or any specific quality elements) which may affect or require a change to any of the Policies and Procedures of Jamboree Heights OSHC.

The Quality Officer is to all matters report to the management committee.

Jamboree Heights OSHC adopts a statement of ‘Service Philosophy’ (see Policy 1.1), as part of its Policies and Procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted by the management committee and the coordinator within Jamboree Heights OSHC.

Educators are an important part of Jamboree Heights OSHC and:

* Are consulted as appropriate in the development and modification of all Policies and Procedures;
* Are provided with an up-to-date Educator Handbook, containing relevant information necessary to enable them to abide by Service Policies and Procedures;
* Agree to adhere to all values, Policies and Procedures, through written terms of employment and role statements, including acceptance that repeated failure to comply may result in termination of employment.

The coordinator in conjunction with the management committee is responsible to conduct regular informal assessments, and formal annual performance reviews, of all employees’ adherence to Policies and Procedures and to take immediate appropriate steps to address non-compliances.

The coordinator or acting coordinator or responsible person if the coordinator is on leave must notify the Regulatory Authority of any of the following occur at the NQAITS site on the ACECQA website using the correct form identified as follows:

* CS05 - Notification of change of circumstances of a certified supervisor
* NL01 - Notification of complaints, non-serious incidents and additional children in an emergency
* NS01 - Nominated supervisor consent form & NS02 - Notification of change to nominated supervisor
* PA05 -Notification of surrender of provider approval
* PA08 - Notification of change of information about approved provider
* SA04 - Notification of transfer of service approval - Centre based
* SA07 - Notification of surrender of service approval
* SA12 - Notification of change of information about an approved service
* S101 -Notification of serious incident

The definition of serious incidents that must be notified to the regulatory authority is:

(a) The death of a child:

(i) while being educated and cared for by an education and care service or

(ii) following an incident while being educated and cared for by an education and care service.

(b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:

(i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or

(ii) for which the child attended, or ought reasonably to have attended, a hospital.

e.g whooping cough, broken limb, anaphylaxis reaction

(c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought

(d) any circumstance where a child being educated and cared for by an education and care service

(i) appears to be missing or cannot be accounted for or

(ii) appears to have been taken or removed from the education and care service premises in a manner that contravenes these regulations or

(iii) is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

You must notify the regulatory authority within 24 hours of becoming aware of a serious incident.

More detailed information on the Guide to the National Law and National Regulations can be found on the ACECQA website.

The Statement of ‘Service Philosophy’ is displayed on the wall of Jamboree Heights OSHC, in the Educator Handbook, and in the Family Handbook and enrolment materials.

Children and families are an important part of Jamboree Heights OSHC and:

* Are actively invited to participate in decision-making and Policy development wherever appropriate;
* Are kept informed of all Policies and Procedures, and their means of communicating with Jamboree Heights OSHC, through a Family Handbook and regular communications via Jamboree Heights OSHC newsletter.

In addition to this General Quality Compliance Policy, the National Quality Standard requirements of the current legislation are incorporated into the specific Policies and Procedures of Jamboree Heights OSHC.

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10.2 Role and Composition of Management Committee Policy

Jamboree Heights OSHC Management Committee defines clearly in writing its own role and communicates with the Approved Provider, parents, the community, educators and other stakeholders to ensure that the Management Committee effectively fulfils its role.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *See your Service’s ‘Constitution’ or ‘Rules’ or ‘Memorandum and Articles of Association’ or equivalent for limitations and role of Management Committee or other governing body*
* *Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *NQS Area 7.1.1, 7.1.5; 7.3;*
* *Policies: 8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.8 – Performance Monitoring, Review and Management, 9.5 – Complaints Handling, 10.1 – Quality Compliance Policy, 10.3 – Budgeting and Planning, 10.11 – Management Code of Conduct, 10.17 – Strategic Planning.*

## 📋 Procedures

The management committee has a written role statement and Code of Conduct which will be made available to all interested persons associated with Jamboree Heights OSHC.

In addition to anything else provided in the role statement from time to time, the management committee is responsible to ensure that:

* The philosophy and goals of Jamboree Heights OSHC are developed and updated as appropriate;
* Jamboree Heights OSHC philosophy and goals are available to all through the Family Handbook, the Educator Handbook and other publications of Jamboree Heights OSHC;
* The performance of the coordinator is monitored and reviewed; (see also Policy 8.8)
* The budgeting and planning process for Jamboree Heights OSHC is approved and monitored; (see also Policy 10.3)
* They are available to be contacted by families and/or employees regarding grievances and/or complaints

Jamboree Heights OSHC regularly publicises details of the role, operation and composition of the management committee and the right of parents and community members to stand for election/appointment to the management committee.

The management committee is responsible to monitor the coordinator and other employees in implementing these policies and procedures.

The management committee also evaluates its own performance of its role at least on an annual basis.

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10.3 Budgeting and Planning Policy

To ensure the effective and efficient management of Jamboree Heights OSHC, the management committee and coordinator shall work together to develop effective and responsible laws and budgets for the ongoing operation of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *See your Service’s ‘Constitution’ or ‘Rules’ or ‘Memorandum and Articles of Association’ or equivalent for limitations and role of Management Committee or other governing body*
* *Associations Incorporation Act, 1981,(Qld) or Corporations Act, 2001 may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
* *Accounting Manual for Parents & Citizens’ Associations (if P&C managed service)*
* *NQS Area: 3.2.2; 6.1.2; 7.1.1, 7.1.3; 7.2.3; 7.3.1, 7.3.2.*
* *Policies: 6.1 - Space and Facilities Requirement, 6.2 - Provision of Resources and Equipment, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 10.4 – Fees, 10.17 – Strategic Planning.*

## 📋 Procedures

Budgets will be prepared in advance by the management committee, in conjunction with the coordinator, and tabled at the next management committee meeting for approval.

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

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

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

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10.4 Fees Policy

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with Jamboree Heights OSHC’s Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Australian Government Children’s Services Handbook*
* *NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17– Strategic Planning Policy*

## 📋 Procedures

Fees will be paid, for all days booked, by the Friday of each week for the week proceeding. All accounts must be one week in advance. Casual booking will only be taken if accounts are up to date, for casual booking payment needs to be in advance where practical.

A statement must be issued by Jamboree Heights OSHC for each child receiving Child Care Benefit as reduced fees as per *Australian Government Child Care Service Handbook.* (A copy of which is held at Jamboree Heights OSHC for access by parents and other genuinely interested persons).

Accepted payment methods include Ezidebit, cash, direct debit or internet transfer.

All cash monies will be banked on behalf of Jamboree Heights OSHC as soon as possible after receipt.

### Childcare Benefit

The coordinator will keep parents informed about the availability of Childcare Subsidy (**CCS**) by:-

* Advising all parents of the ability to apply for Childcare Benefit through the Family Assistance Office when the coordinator initially meets with parents and also through the Family Handbook;
* keeping a stock of information brochures available for parents.

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

Credit for fees already paid will be made in accordance with the *Australian Government Child Care Service Handbook.*

All CCS records will be kept for 3 years from the last entry on the record in accordance with the *Australian Government Child Care Service Handbook.*

Late Fees

Closing time of this Service is 6.30pm. Parents who collect their child/ren after this time will incur a late fee of $10 for the first 15 minutes and $1 per minute thereafter.

### Overdue Fees

If there are outstanding fees of over $200.00, or where no payment has been made in at least 2 weeks:-

* In the first instance, the coordinator/administrator will remind the parent via email of the amount the account is in arrears and request payment. The family will be supplied a copy of the fees policy at this time.
* If no payment has been received within a one-week period, written notification by the JHOSHC management team will be sent via email on official letterhead. The parent’s will be required to state a date when account will be paid.
* If no contact still been made and/or no payment received, JHOSHC management team, in its discretion, reserve the right to exclude the child temporarily or permanently from further attending Jamboree Heights OSHC. JHSS P&C Committee will be notified of all decisions made throughout the process.
* A debt collection agency may be used if payment of fees has not been received after three attempts;

### Cancellations and Refunds

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

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

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10.5 Approval Requirements under Legislation Policy

As part of Jamboree Heights OSHC risk management and compliance obligations, the management committee and the coordinator shall jointly be responsible to ensure that Jamboree Heights OSHC complies with the Approval requirements under the *Education and Care Services National Law 2010 and Regulations 2011.*

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *NQS Area: 7.1.1, 7.1.4; 7.2.1; 7.3.1, 7.3.2, 7.3.3.*
* *Policies: 10.1 – Quality Compliance, 10.2 – Role and Composition of Management Committee, 10.6 – Supervisor Certificate, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

An application for Provider Approval must be made, in writing, to the relevant regulatory authority prior to Jamboree Heights OSHC being operational.

An approved provider may apply, in writing, to the regulatory authority for service approval to operate an education and care service if the approved provider is or will be the operator and will be responsible for the management of the staff members and nominated supervisor for that service.

Information required to be provided to the regulatory authority as part of Jamboree Heights OSHC approval process includes, but is not limited to:

* The location and street address of the proposed service;
* Plans prepared by a building practitioner showing the location of:
  + All buildings, structures, outdoor play and shaded areas;
  + Location of entry and exits;
  + Location of toilets and hand washing facilities;
  + Floor plan showing unencumbered indoor and outdoor spaces;
  + Calculations verifying regulated space requirements.

As part of Jamboree Heights OSHC approval process, a nominated supervisor for Jamboree Heights OSHC must be delegated, in writing and with their consent, to the regulatory authority (see Policy 10.6 – Service Supervisor Certificate).

Whilst Jamboree Heights OSHC provides, or aims to provide, regular child care to school age children, the management committee and the coordinator are jointly responsible to ensure that Jamboree Heights OSHC will not operate at any time if some person or body does not hold a current approval in respect of Jamboree Heights OSHC.

Whilst Jamboree Heights OSHC is approved to provide child care, the management committee and the coordinator are jointly responsible to ensure that:

* Jamboree Heights OSHC complies at all times with the specific conditions of the approval applicable to Jamboree Heights OSHC;
* The approval is renewed and kept current in accordance with the legislation;
* The relevant current service approval is kept on display at Jamboree Heights OSHC whenever child care is being provided.

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10.6 Service Supervisor Certificate Policy

Jamboree Heights OSHC is granted a service supervisor certificate which they can apply to any person working at Jamboree Heights OSHC who has been identified by the approved provider working within Jamboree Heights OSHC as:

* Responsible for the day to day management of Jamboree Heights OSHC; or
* Exercising supervisory and leadership responsibilities for part of Jamboree Heights OSHC

The following procedure details the approved provider’s process for designating a nominated supervisor or service (certified) supervisor to act as the responsible person and for obtaining consent for those persons to fulfil that position.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality), 10.22 – Determining the Responsible Person.*

📋 Procedures

The nominated supervisor and service (certified) supervisor must meet the requirements/conditions of the Education and Care Services National Law 2010 and Regulations 2011 in being designated by the approved provider to act in that role and in providing consent to do so.

The nominated supervisor has specific obligations under the National Law and therefore informed consent to act in that role is required. The approved provider will make available to the nominated supervisor relevant information so that they clearly understand those obligations prior to attaining consent.

Jamboree Heights OSHC (certified) supervisor may be placed in day to day charge of Jamboree Heights OSHC by the approved provider in the absence of the approved provider or the nominated supervisor. The approved provider will make available to Jamboree Heights OSHC (certified) supervisor relevant information so that they clearly understand those obligations prior to attaining consent. This information is provided in accordance with the expectations of policy 10.22 – Determining the Responsible Person.

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10.7 Insuring Risks Policy

Jamboree Heights OSHC recognises and acknowledges the need for a responsible approach to identifying and managing risks (see Policy 10.9 – Risk Management and Compliance) and will endeavor to have adequate insurance protection at all times. Employees, children, parents and Management committee members will be protected from the financial repercussion of public liability.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Associations Incorporation Act, 1981,* (Qld) or *Corporations Act, 2001* may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
* *Work Health and Safety Act 2011 and Regulations 2011*
* *NQS Area: 2.3.2; 4.2.1; 7.1.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Risk Management and Compliance Policy*

## 📋 Procedures

As per the *Education and Care Services National Law 2010* responsibility rests with the approved provider to take out and keep current adequate public liability insurance with a minimum cover of $10 Million building and contents (including loss of cash from premises or in transit) and other insurances**\***.

All insurance will be purchased through a reputable broker or agent.

The management committee will request the coordinator each year to gather such information as necessary to enable the management committee to make an informed assessment and make decisions on the insurance needs of Jamboree Heights OSHC.

The coordinator will provide the Insurer with relevant details of activities and excursions undertaken.

A certificate of currency shall be kept on file at Jamboree Heights OSHC and updated annually.

The management committee is responsible to ensure that Jamboree Heights OSHC has adequate Worker’s Compensation Insurance for all staff including volunteers.

### Claims

In the event of a claim being made or a reportable incident, the coordinator will notify the management committee immediately.

If directed by the management committee, the coordinator will notify the Insurance Company, ensuring that Jamboree Heights OSHC follows all directions of the Insurance Company and in the case of material or significant claims, seek legal advice for Jamboree Heights OSHC.

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10.8 Information Handling (Privacy and Confidentiality) Policy

In order to protect children and better provide its services, Jamboree Heights OSHC obtains and deals with personal and sensitive information relating to families, children and others. Jamboree Heights OSHC respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Family and Child Commission Act 2014
* *Privacy Act 1988 and Regulations 2013*
* *NQS Area: 1.1.4; 1.2.1, 1.2.3; 2.1.1; 2.3.3, 2.3.4; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 7.1.1, 7.1.2, 7.1.5; 7.2.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.*

## 📋 Procedures

Through this policy Jamboree Heights OSHC complies with the Australian Privacy Principles under the

*Privacy Act 1988 and Regulations 2013.*

Jamboree Heights OSHC gathers only the information it needs in order to provide its services and protect and care for children and educators. Types of information we collect includes (but not limited to):

* Personal information on employees such as emergency contact details, qualifications, recognized training and places of previous employment;
* Personal information for children and families including Centrelink Reference Numbers, names, addresses and contact details for family members and children’s medical details.

Jamboree Heights OSHC obtains the written consent of persons for the use of the information by Jamboree Heights OSHC in connection with providing Jamboree Heights OSHCs, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information. Jamboree Heights OSHC may seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.

Jamboree Heights OSHC protects the rights of the individual’s privacy by ensuring that information collected is stored securely in a locked filing cabinet.

Records of Jamboree Heights OSHC are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfill Jamboree Heights OSHC’s Duty of Care and responsibilities to the children.

All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25. These records will be archived at the service as original documents.

Jamboree Heights OSHC will ensure:-

* Fair and open information collection practices;
* Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
* Use and accessibility of personal information is limited.

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10.9 Risk Management and Compliance Policy

Jamboree Heights OSHC is, like all other enterprises, subject to a number of risks as well as important legal, regulatory, industry and policy requirements. Jamboree Heights OSHC is a responsible organisation and seeks to demonstrate a risk awareness, including by identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *Associations Incorporation Act, 1981,(Qld) or Corporations Act, 2001 may apply (eg directors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
* *Australian Standard on Risk Management - AS/NZ ISO 31000:2009*
* *Australian Standard on Compliance - AS/NZ 3806-2006*
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *Work Health and Safety Act 2011 and Regulations 2011*
* *NQS Area: 2.1.4; 2.2.2; 2.3; 4.1; 4.2.1; 7.1.1, 7.1.4, 7.1.5; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.5 – Excursions, 3.6 – Transport for Excursions, 5.1 – Food Handling and Storage, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 8.1 – Role and Expectations of Educators, 10.1 – Quality Compliance.*

## 📋 Procedures

The management committee will, in conjunction with the coordinator, take responsibility to develop, maintain and monitor a risk management program appropriate to Jamboree Heights OSHC, including a method of ensuring that Jamboree Heights OSHC takes appropriate steps to comply with:

* The Policies and Procedures of Jamboree Heights OSHC;
* Working with Children requirements;
* Work Health and Safety Practices;
* Equal Opportunity Employment;
* Adequate insurance;
* Jamboree Heights OSHC Approval status applicable to Jamboree Heights OSHC (see Policy 10.5 – Approval Requirements under Legislation) and other relevant laws applicable to Jamboree Heights OSHC;
* Maintenance of equipment and facilities;

The management committee, in conjunction with Jamboree Heights OSHC coordinator, will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the Policies and Procedures of Jamboree Heights OSHC, to ensure that they comply with relevant requirements.

The coordinator, or his/her delegate, acting as Quality Officer (see Policy 10.1 – Quality Compliance) is responsible to monitor changes in current laws and other regulatory requirements. To do this, the coordinator will proactively and fully inform her/himself, through subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues.

The coordinator informs educators of all such changes and requirements through the educator training program (See Policy 8.4 – Educator Professional Development and Learning), regular team meetings and/or service communication book.

### High risk activities and special events

High level risks and special events shall be identified from time to time within the program, through consultation with educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.

The risk management process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity.

All relevant stakeholders shall be informed of how Jamboree Heights OSHC intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

### Crisis and critical events

This may include emergency situations such as fire, flood, other natural disasters, external threats, evacuation etc.

Preventative measures shall be taken to prepare for critical events such as:

* Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions;
* Creating a ‘storm pack’ including a torch and batteries, radio, rations etc.

The details of the crisis or critical event shall be documented on a service incident report and shall include the projected impact on the stakeholders within Jamboree Heights OSHC, immediate actions, follow up actions and ongoing actions.

Immediate actions may include:

* Carrying out plans as per Jamboree Heights OSHC risk management process;
* Ensuring immediate safety of those involved;
* Administering first aid;
* Reassuring children, families, employees, volunteers and students;
* Seeking assistance from emergency services and management;
* Accompanying children or others to hospital by ambulance when necessary

Follow up actions may include:

* Seeking access or referral to, appropriate counseling and critical incident debriefing services to provide support to those affected within Jamboree Heights OSHC including children, families, employees and management.
* Observing children’s reactions and behaviour;
* Supporting children to appropriately express thoughts and feelings;
* Providing a stable and nurturing environment with familiar routines;
* Supporting employees through team meetings and accessing relief employees to support when appropriate;
* Providing professional support and special leave when needed;
* Supporting families through meetings and written information;
* Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation.

Ongoing actions may include:

* Monitoring and supporting children, families, employees, volunteers and students;
* Evaluating emergency and critical event management plans.

### Managing breaches of the Risk Management Strategy

Risk Management Plans for high risk activities and special events shall be monitored on a regular basis (annually or as required).

Information regarding Jamboree Heights OSHC’s risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Management shall have overriding responsibility for overseeing the implementation of the process and for ensuring that any breaches of Jamboree Heights OSHC strategy are immediately rectified.

### Communication and support

Information shall be made accessible to families, volunteers and employees regarding Jamboree Heights OSHC policies and procedures in relevant handbooks as well as having access to a full copy of Jamboree Heights OSHC policies and procedures through borrowing from Jamboree Heights OSHC.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies shall be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.

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10.10 Managing Compliance within Jamboree Heights OSHC Policy

Jamboree Heights OSHC recognizes that strategies must be in place to ensure ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for ensuring Jamboree Heights OSHC actively monitors compliance aspects.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *Australian Government Department of Education Children’s Services Handbook\\*
* *Privacy Act 1988 and Regulations 2013*
* *Work Health and Safety Act 2011 and Regulations 2011*
* *NQS Area 6.1.3; 7.1; 7.2.2, 7.2.3; 7.3.*
* *Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Supervisor Certificate Policy, 10.7 – Insuring Risks Policy, 10.9 – Risk Management and Compliance Policy.*

## 📋 Procedures

Jamboree Heights OSHC shall actively work towards compliance with:

* Education and Care Services National Law, 2010 and Regulations 2011;
* National Quality Standard for Education and Care Services and School Age Care;
* Commonwealth Child Care Act 1972 (Child Care Benefit);
* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* Work Health and Safety Legislation;
* Child Protection Legislation.

Compliance monitoring strategies shall be implemented including:

* Developing compliance checklists for use within Jamboree Heights OSHC on a regular basis such as, safety checklists;
* Updating the compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available;
* Seeking reputable organizations to conduct external audits and to provide reports regarding compliance issues to Jamboree Heights OSHC on a regular basis;
* Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

Information shall be made accessible to families, volunteers and employees regarding Jamboree Heights OSHC policies and procedures in relevant handbooks as well as having access to a full copy of Jamboree Heights OSHC policies and procedures through borrowing from Jamboree Heights OSHC.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

### Positive Notice Blue Card Compliance

All employees, volunteers and executive members of management must hold a current and valid Working with Children Blue Card.

Prospective paid employees shall not be engaged to work at Jamboree Heights OSHC until appropriate application for a Blue Card has been made. Required evidence of such application shall be maintained at Jamboree Heights OSHC.

A Blue Card register will be maintained at Jamboree Heights OSHC containing copies of Blue Cards of all employees, volunteers and executive members of management. The register shall be referred to by the coordinator/administrator on a regular basis to track expiry dates.

All employees, volunteers and executive members of management holding existing Blue Cards prior to their involvement with Jamboree Heights OSHC shall be required to complete appropriate documentation to have their engagement with Jamboree Heights OSHC recorded e.g. Authorisation to Confirm a Valid Blue Card.

All employees, volunteers and executive members of management shall be provided with information regarding their responsibilities in holding a Blue Card.

All persons engaged by Jamboree Heights OSHC to deliver an incursion for the children of the service shall be required to present their valid Blue Card to the Coordinator prior to working with the children. The Coordinator will validate the Blue Card online at [www.bluecard.qld.gov.au/onlinevalidation/index.html](http://www.bluecard.qld.gov.au/onlinevalidation/index.html).

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10.11 Management Code of Conduct Policy

Jamboree Heights OSHC expects that all members of management shall conduct themselves in such a way that is professional and in accordance with the philosophy and goals of Jamboree Heights OSHC. Management are expected to actively demonstrate a positive attitude towards their role, Jamboree Heights OSHC, the employees and Jamboree Heights OSHC’s clients. Jamboree Heights OSHC requires that all management abide by the code of conduct at all times during their interaction with children, families, community members, employees and other members of management.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* *NQS Area: 6.1.2; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 10.2 – Role and Composition of Management Committee, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

Management shall be provided with a copy of Jamboree Heights OSHC’s code of conduct/code of practice or code of ethics prior to commencing their position.

Management shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Management shall be expected to consistently uphold the agreement during their time with Jamboree Heights OSHC.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of Jamboree Heights OSHC.

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10.12 Information Technology Policy

Jamboree Heights OSHC acknowledges and recognizes the significant impact of information technology on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Privacy Act 1988 and Regulations 2013
* *Duty of Care*
* Family and Child Commission Act 2014
* Child Protection Act 1999 and Regulations 2000
* *NQS Area: 1.1.1, 1.1.2, 1.1.5; 1.2.2; 3.2.2; 4.2.1; 5.2.1; 6.1.2; 6.2.1; 7.1.2; 7.2.1; 7.3.5.*
* *Policies: 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children’s Belongings, 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

Information technology shall be considered a valuable learning tool for school age children attending school age care services and shall be included as an appropriate part of the overall program when accessible.

Information technology shall include computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.

Information technology accessible to children such as the internet shall be monitored by educators. Approved mechanisms shall be put in place to ensure that children who are able to access the internet at Jamboree Heights OSHC do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.

Educators shall not be permitted to use personal mobile phone cameras to take photos of children.

Educators shall not be permitted to use personal digital (or manual) cameras to take photos of children. Jamboree Heights OSHC provides Educators with a camera with an SD card for use only at OSCH.

Jamboree Heights OSHC shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

### Online Social Networking

With the knowledge and consent of the approved provider, Jamboree Heights OSHC may set up its own social networking (e.g. Facebook) page, with an aim to increasing communication with families and the school community.

Good judgement and common sense must be used to ensure the reputation of Jamboree Heights OSHC, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

Employees authorized to access Jamboree Heights OSHC’s social networking page will adhere to the following guidelines:

* Only families enrolled with Jamboree Heights OSHC will be invited to participate through the email address provided;
* Under no circumstances are children attending Jamboree Heights OSHC to be invited to participate in Jamboree Heights OSHC’s social networking site;
* Only Information and/or comments relating to the activities and operations of Jamboree Heights OSHC will be posted on Jamboree Heights OSHC’s social networking site.;
* Only community members known to Jamboree Heights OSHC shall be invited i.e. teachers, school leaders etc.

Employees authorized to access Jamboree Heights OSHC’s social networking site are also required to adhere to the participation guidelines as listed further in this policy.

While Jamboree Heights OSHC does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of Jamboree Heights OSHC, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

* Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
* Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
* Be clear that your personal views are yours, and not necessarily the views of Jamboree Heights OSHC management and/or stakeholders;
* Management must approve any photos of employees in work uniform prior to being posted to the site. Photos are not to be placed online if they are of an unprofessional nature;
* If anything is posted online by others which may harm the reputation of Jamboree Heights OSHC, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

If something potentially dangerous to the image or people of Jamboree Heights OSHC is found online, bring this to the attention of the coordinator. This should be done immediately and the information should not be shared with others.

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10.13 Purchasing Policy

Jamboree Heights OSHC management seeks to implement measures which provide financial protection and minimize the risk of fraudulent, inappropriate or negligent financial practices. Such policy seeks to protect the financial reputation of the organization and its ongoing viability.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Accounting Manual for Parents & Citizens’ Associations (P&C managed services only)*
* *Support guide for P&C’s (P&C managed services only)*
* *NQS Area: 2.2.1; 3.1.1; 3.2.2; 6.1.2; 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 6.2 – Provision of Resources and Equipment, 10.3 – Budgeting and Planning, 10.9 – Risk Management and Compliance, 10.15 – Asset Management.*

## 📋 Procedures

When purchasing is carried out within Jamboree Heights OSHC, the conduct of purchases will be in line with the following five principles:

* Open and effective communication;
* Value for money;
* Enhancing the capabilities of local business and industry;
* Environmental protection;
* Ethical behaviour and fair dealing.

All requests for purchases must be in writing to the management committee of Jamboree Heights OSHC. The responsibility for ordering shall be with Jamboree Heights OSHC coordinator or management representative.

Ordering and purchasing authority is restricted to the coordinator and assistant coordinator. Such authority may be transferred should other employees be required to act up in this position, but purchases must be authorised by the P&C Executive committee. This may include purchasing through petty cash or the appropriate use of service accounts e.g. grocery account.

Exceptions may apply when a government grant (or other grant) requires that goods be purchased within a given timeframe and that this timeframe is earlier than an approved management meeting.

Management shall ensure that the purchasing policy does not negatively impact on the efficient operations of Jamboree Heights OSHC and that all purchase requests are followed up in a timely manner.

Authorisation for purchases over $500 may be approved in events of emergency where two approved members of management have been contacted and agreed to the expense. Documentation of such discussion shall be made and presented at the next approved management committee meeting.

All purchases and payments shall be accompanied by a purchase requisition which shall include the following information:

* Date of purchase;
* Supplier;
* Persons requesting purchase;
* Authorisation by two approved members of management;
* Purchase total.

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10.14 Record Back Up and Off Site Information Handling Policy

Jamboree Heights OSHC acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of Jamboree Heights OSHC are stored on computer or other files.

The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent Jamboree Heights OSHC from losing valuable information therefore it is important to maintain effective storage procedures.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Commonwealth Child Care Act 1972 (Child Care Benefit)*
* *Privacy Act 1988 and Regulations 2013*
* *NQS Area: 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 10.1 – Quality Compliance, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology.*

## 📋 Procedures

QK Technologies manages the Jamboree Heights OSHC Child Care Management System program which is web based automatically updates the data.

A back-up of the entire service files shall be done internally as well as on an appropriate external disk drive.

Storage of computer data shall be carried out in accordance with any requirements of the organizations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

Any data or memory sticks, compact disks or other computer storage devices purchased by Jamboree Heights OSHC, shall remain the property of Jamboree Heights OSHC.

No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company, unless express consent is provided by the employer.

Data storage devices shall be checked weekly to ensure appropriate functioning.

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10.15 Asset Management Policy

Jamboree Heights OSHC acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to Jamboree Heights OSHC in order to meet with the requirements of audit, insurance and for future planning.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Accounting Manual for Parents and Citizens’ Associations (for P&C managed services)*
* *Support Guide for P&C’s (for P&C managed services)*
* *NQS Area: 3.1.1, 3.1.2; 3.2.2; 7.3.2.*
* *Policies: 6.2 – Provision of Resources and Facilities, 10.3 – Budgeting and Planning, 10.13 – Purchasing.*

## 📋 Procedures

An asset register shall be maintained which currently describes the property position of Jamboree Heights OSHC.

The register shall include categories such as:

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

Every fixed item purchased for Jamboree Heights OSHC (other than consumables) shall be entered into the register immediately following the purchase.

The details to be contained in the register in respect of purchases shall include:

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

Items may be disposed of during the year for many reasons including:

* Damaged;
* Aged;
* Other

In the event that items are disposed of or written off, such items shall be reported to management using appropriate formats such as financial report or coordinator’s report and shall be duly recorded in the asset register.

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

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10.16 Intellectual Property and Copyright Policy

Jamboree Heights OSHC recognises that for the purposes of operating an OSHC service many written materials need to be developed to ensure compliance with relevant legislation. These written materials include, but are not limited to:

* Policies and procedures manuals;
* Handbooks;
* Operational Documents and Forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the OSHC shall remain the Intellectual property of Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Copyright Act 1968*
* *NQS Area: 7.1.2; 7.1.4; 7.3.2, 7.3.4.*
* *Policies: 8.2 – Educational Leader, 10.1 – Quality Compliance*

## 📋 Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of Jamboree Heights OSHC, these materials shall be dated and marked with the name of Jamboree Heights OSHC.

If appropriate the document shall be further marked with the words ‘copyright’ or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

Employees or other agents engaged by Jamboree Heights OSHC to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

All written materials shall be marked ‘draft’ until ratified by management.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by Jamboree Heights OSHC which may be copied freely for use of Jamboree Heights OSHC.

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10.17 Strategic Planning Policy

Jamboree Heights OSHC recognizes and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of Jamboree Heights OSHC therefore management will review service operations regularly and take a planned approach to the organizations future.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* Accounting Manual for Parents and Citizens’ Associations (for P&C managed services)
* Support Guide for P&C’s (for P&C managed services)
* *NQS Area: 3.1.1; 3.2.2; 3.3.2; 6.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
* *Policies: 6.2 – Provision of Resources and Equipment, 10.2 – role and Composition of Management Committee, 10.3 – Budgeting and Planning, 10.13 – Purchasing*

## 📋 Procedures

Service management shall plan an annual meeting to strategically review operations and to take a planned approach to the organisations’ future.

The coordinator shall be involved in the process of strategic planning and shall provide the following documents/resources for a 12 month preceding time period to enable the process, including but not limited to:

* Audited financial reports and budget;
* Attendance patterns;
* List of Policies and Procedures;
* Calendar of Events;
* Marketing materials/strategy;
* Others as required.

Service management may seek external support and advice in the process as required.

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10.18 Court Orders and the Release of Children in Care Policy

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

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Duty of Care*
* Family and Child Commission Act 2014
* *Family Law Act 1975*
* *Privacy Act 1988 and Regulations 2013*
* Child Protection Act 1999 and Regulations 2000
* *NQS Area: 2.3.2; 4.2.1; 6.1.1, 6.1.3; 6.2.2; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality).*

## 📋 Procedures

Jamboree Heights OSHC shall request that all families provide, upon enrolment of their child, copy of any legal documents and orders which may impact on Jamboree Heights OSHC to implement a duty of care.

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

Jamboree Heights OSHC shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of Jamboree Heights OSHC towards the child/ren and family.

Jamboree Heights OSHC employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.

Families with children attending OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. Jamboree Heights OSHC shall endeavor to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or educators be at risk, children will be released and the custodial parent and/or police contacted immediately.

Jamboree Heights OSHC employees shall respect and maintain the confidential nature of the documents through application of privacy laws.

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

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10.19 Policy Development, Sourcing and Review Policy

Jamboree Heights OSHC recognizes and acknowledges the broad range of information sources including statutory documentation that is referred to and referenced either directly or indirectly in the development of policies and procedures.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *NQS Area: 6.1.2; 7.1.1; 7.2.1, 7.2.3; 7.3.2;*
* *Policies: 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.10 – Managing Compliance within Jamboree Heights OSHC*

## 📋 Procedures

Jamboree Heights OSHC shall develop policies and procedures which reflect the true nature of Jamboree Heights OSHC’s operations.

Jamboree Heights OSHC shall ensure that generic policy documents are reviewed and specified to meet the individual and unique circumstance of Jamboree Heights OSHC.

Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy.

Sourcing of policies from electronic sources including the internet shall include a date in which such source was accessed. Policy sourcing should also be mindful of other provision such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.

Policies shall be reviewed annually, according to a predetermined schedule or as required.

Policies shall be dated at ratification and for review.

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10.20 Environmental Management Policy

Jamboree Heights OSHC Management recognize the need to ensure that activities undertaken through the program minimize the impact on the environment and are committed to establishing procedures that respect and care for our land and its resources.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Environmental Protection Act 1994, Environmental Protection Regulation 2008*
* *Work Health and Safety Act 2011 and Regulations 2011*
* *NQS Area: 3*
* *Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 4.12 – No Smoking, 4.13 – First Aid Waste Management, 5.5 – Cleaning and Sanitising, 6.5 – Use and Maintenance of Air Conditioning, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.3 – Communication with Community, 9.6 – Parent and Community Participation, 10.1 – Quality Compliance*,

## 📋 Procedures

Jamboree Heights OSHC management, in consultation with Jamboree Heights OSHC co-ordinator, will develop procedures for relevant areas relating to environmental management and sustainability. Areas may include (but are not limited to):

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

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

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

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10.21 Service Closures Policy

Jamboree Heights OSHC acknowledges that there may be times when Jamboree Heights OSHC is required to close due to planned or unforeseen circumstances. Jamboree Heights OSHC recognises that effective communication procedures must be in place to ensure all families are notified if closure of Jamboree Heights OSHC is expected.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Australian Government Department of Education Children’s Services Handbook*
* *NQS Area: 7.3.2, 7.3.5*
* *Policies: 9.3 – Communication* with Families, 9.3 – Communication with Community.

## 📋 Procedures

Jamboree Heights OSHC will operate as per the approved and advertised opening hours for each session of care where Child Care Benefit is claimed unless approval is given by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the Australian Government Department of Education.

Jamboree Heights OSHC will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval has been granted by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the

Australian Government Department of Education.

Closure of Jamboree Heights OSHC may occur in the following instances:

* Extreme weather conditions;
* Emergency situation, such as fire or other external threat;

* Loss of power and/or water.

Determination for closure will be made in consultation with management and/or other emergency services personnel, if relevant.

In the case of closure of Jamboree Heights OSHC, the coordinator will:

* Contact families to collect the children from Jamboree Heights OSHC; and
* Ensure the safety of all children and educators involved.

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10.22 Determining the Responsible Person Policy

The Approved Provider must ensure that the education and care service has a responsible person in day to day charge of Jamboree Heights OSHC. This policy outlines the process for determining the responsible person.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

*Education and Care Services National Law Act, 2010 and Regulations 2011*

* Family and Child Commission Act 2014
* Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
* *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
* *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.6 – Service Supervisor Certificate Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).*

📋 Procedures

A responsible person must be present at all times when Jamboree Heights OSHC is educating and caring for children. If the nominated supervisor is absent, the approved provider or a service (certified) supervisor placed in day-to-day charge of Jamboree Heights OSHC can be the responsible person.

The nominated supervisor of Jamboree Heights OSHC must meet the requirements/conditions of the *Education and Care Services National Law Act 2010 and Regulations 2011*.

In the absence of the nominated supervisor, the approved provider or nominated supervisor will place in day to day charge of Jamboree Heights OSHC a service (certified) supervisor with their written consent. This person must meet the requirements/conditions of the *Education and Care Services National Law 2010 and Regulations 2011* with regard to ensuring fitness and propriety.

In determining the responsible person, the approved provider will also consider the capacity of this person to ensure children’s safety and wellbeing, having regard to their qualifications, experience and age. This includes the person’s:

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

The approved provider will maintain a staff record including the name of the responsible person at Jamboree Heights OSHC for each time that children are being educated and cared for by Jamboree Heights OSHC.

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

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10.23 Provision of Information Policy

The approved provider recognises the importance of making available to families particular information regarding children’s participation and attendance at Jamboree Heights OSHC. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.

🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Privacy Act 1988 and Regulations 2013*
* *NQS Area: 1.1.4; 2.1.1, 2.1.4; 2.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5*
* *Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.9 – Inclusion and Anti-Bias, 2.11 – Including Children with Special/Additional Needs,* *2.13 - Use of Photographic and Video Images of Children*, *2.14 – Bookings and Cancellations, 2.15 – Children’s Property and Belongings,* *3.1 - Educational Program Planning*, *3.2 - Program and Documentation Evaluation,* *3.4 – Homework,* *3.5 – Excursions, 3.7 - Physical Activity,* *3.8 - Extra-curricular Activities, 3.10 - Observational Recording*, *4.5 - Illness and Injury*, *4.6 – Medication, 4.10 - Anaphylaxis Management, 4.15 – Asthma, 5.2 - Food and Nutrition, 5.6 - Menu Development, 9.2 – Enrolment, 9.3 - Communication with Families, 9.5 - Complaints Handling*, *9.6 - Parent and Community Participation, 10.8 - Information Handling (Privacy and Confidentiality)*,*10.10 - Managing Compliance within Jamboree Heights OSHC.*

📋 Procedures

Parents/guardians may request information from the approved provider with regard to their child/ren’s participation and attendance at Jamboree Heights OSHC. However, in the instance that there is a court ordered custodial arrangement/parenting order in place, Jamboree Heights OSHC will ensure any or all information requested is in accordance with such parenting orders. This information may include (but is not limited to):

* The enrolment record;
* Participation in the program;
* Dietary requirements and menus;
* Attendances;
* Fee payments;
* Records of child care benefits;
* Incident/accident reports;

Sources of information such as those identified may be requested either in person or in writing to the delegate of the approved provider.

Where this information does not breach confidentiality to any other person it will be provided upon request in the form of a written record or statement.

The approved provider will only make access to information of a sensitive nature that is not requested for a general purpose upon written request which details the nature for which the information is being requested and the timeframe in which it is required.

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

When necessary, a legally certified request may be required. Costs associated with the provision of information that is not for a general purpose may be negotiated, particularly if the gathering and collating of those records is comprehensive.

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10.24 Privacy Policy

Jamboree Heights OSHC respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by Jamboree Heights OSHC. Personal information collected may include family, health or medical information however all information gathered is relevant to ensure quality care is provided to the children and families who use Jamboree Heights OSHC.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Privacy Act 1988 and Regulations 2013*
* *NQS Area: 1.1.4; 1.2.1, 1.2.3; 2.1.1; 2.3.3, 2.3.4; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 7.1.1, 7.1.2, 7.1.5; 7.2.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
* *Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling*.

## 📋 Procedures

Through the procedures of this policy, Jamboree Heights OSHC complies with the Australian Privacy Principles (APPs) from the *Privacy Amendment (Enhancing Privacy Protection) Act 2012.*

Jamboree Heights OSHC aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to the collection and storage of personal information.

For the purposes of providing child care and in order to fulfill its duty of care to families and children using Jamboree Heights OSHC, the following information is collected from parents/guardians through the enrolment process:

* Full name, address, contact numbers, date of birth and Centrelink reference number for each parent/guardian;
* Full name, address and contact number of emergency contact nominees;
* Family cultural information;
* Children’s medical details;
* Children’s dietary requirements;

Enrolment forms containing personal information are stored in a secure and confidential storage facility within the OSHC office. The coordinator/approved provider or their nominated representative shall have access to this confidential information however, in order for Jamboree Heights OSHC to provide quality care to each child, permission will be sought to enable the provision of certain information to be shared amongst the educator team.

Personal and sensitive information may be collected throughout the course of providing care to children.

Family enrolment and other personal information can be accessed for the purposes of correcting information held by Jamboree Heights OSHC. Requests must be made to the coordinator/nominated supervisor/approved provider and will include verification of the right to access such personal information.

Individuals have the option of not identifying themselves or using a pseudonym when dealing with Jamboree Heights OSHC in particular circumstances, such as complaints processes however, this may limit the capacity of Jamboree Heights OSHC to effectively deal with issues as a result.

Grievances and complaints relating to Jamboree Heights OSHC’s handling of personal information must be in writing and will be dealt with as per Jamboree Heights OSHC’s Complaints Handling Policy.

Through the family enrolment process, permission will be sought for personal and private information to be shared with other health and/or medical professionals, if necessary, in order to ensure the health and wellbeing of children attending Jamboree Heights OSHC.

# References

Australian Government. (2014, January). *Privacy Fact Sheet 17.* Retrieved from Office of the Australian Information Commissioner.

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**10.32 Appropriate Governance**

Jamboree Heights State School P&C Association’s Executive is responsible for ensuring that appropriate governance arrangements are in place to guide service decision making, providing effective oversight for those with management and control of the service.

Governance (as defined by the Australian Institute of Company Directors) includes the management, rules, relationships, policies, systems and processes whereby authority within an organization is exercised and maintained. Simply put, an organisation’s governance controls the manner in which its business is organised, managed and operated. Governance defines who makes the decisions what policies or processes are adopted, how risks are managed, and how the organization remains financially viable.

Jamboree Heights **OSHC is governed by the** **Jamboree Heights State School P&C Association’s Executive. This body is responsible for the discharge of the duties of governance of the service. They are supported in their role by the OSHC** Sub-Committee and service management.

Jamboree Heights State School P&C Association’s Executive also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(l)* in having policy to guide governance and privacy of the service.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Working with Children (Risk Management and Screening) Act 2000*
* *Work Health and Safety Act 2011*
* *Education (General Provisions) Act 2006*
* *Privacy Act 1988*
* *Family Assistance Law*
* *Parents and Citizens' Association Model* Constitution
* *Accounting Manual for Parents & Citizens’ Associations*
* *National Quality Standard, Quality Area 7 – Governance and leadership*
* *Policies: 10.2 – Role and Composition of Sub-Committee/Parent Advisory Group, 10.8 – Information Handling (Privacy and Confidentiality), 10.33 – Managing Notification, 10.34 – Administration of Child Care Subsidy (CCS)*

## Roles and Responsibilities

Jamboree Heights State School P&C Association’s Executive

* Ensure relevant suitability and management capability checks are undertaken and reported.
* Provide quality management practices to support and guide the service’s employees and leadership.
* Ensure quality and risk management practices are sound to uphold the principles of protecting children from harm and risk to safety.
* Fulfil reporting and notifying obligations.

## 📋 Procedures

Jamboree Heights State School P&C Association’s Executive will ensure decision making is consistent with the organisation’s governance framework, as articulated in the P&C’s adopted constitution.

The P&C Executive, as the Approved Provider, will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

* Queensland Education (General Provisions) Act 2006
* Accounting Manual for Parents and Citizens’ Associations

* P & C Qld - Support Guide for P & Cs
* P & C Qld - Quick Guide for P&C Executive Officers
* Education and Care Services National Law Act, 2010 and Regulations 2011
* Family Assistance Law

## Succession planning and handover

A governance, management and operations handbook will be developed to form an important part of the organisation’s succession planning, operations and to support effective handover. This manual will be used to provide information and instruction during the handover period.

**Management Capability**

The executive members of P&C (the Approved Provider) will be required to demonstrate ‘*Management Capability*’ as well as fitness and propriety. Management capability includes (but is not limited to) the individuals’ qualifications, knowledge, skills and experience in the areas of:

* Governance
* Human Resource Management
* Legislation and compliance
* Risk management and minimization
* Delivering quality programs and services

Details and evidence of this capability will need to be provided to the Regulatory Authority with notification of new/change of persons of the Approved Provider.

**Governance Suitability (Person with management or control)**

Executive members (each person of the Jamboree Heights State School P&C Association’s Executive) will be fit and proper persons to be involved in the administration of the service, including management of Child Care Subsidy Administration. Therefore, all executive member should not have a history involving matters of fraud, dishonesty, financial management, non-compliance with the law and maladministration of funds.

Executive members will hold (or have an active application pending) for a positive notice blue card (Working with Children Check). Additionally, all executive members will hold/evidence:

* A National Police Certificate

* A National Personal Insolvency Index check

* The person does not appear on the banned and disqualified register held by ASIC
* A current and historical personal name extract search of the records of ASIC

See also to *10.34 Administration of Child Care Subsidy* and *10.33 Managing Notifications* for procedure to maintain compliance with service and provider approvals in managing notification of any changes to the Approved Provider

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| ***Policy Controls*** | | | |
| Endorsed by: | Jamboree Heights P & C Executive Committee | Date Endorsed: | 16/03/2020 |
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10.33 Managing Notifications

Jamboree Heights OSHC had developed effective steps to ensure sound management of information sharing responsibilities. For incident that occur out of day-to-day events, the Nominated Supervisor (or delegated Responsible Person) will monitor the care and operations of the service to capture relevant notifiable information and is responsible for communicating these critical events to the Approved Provider in a timely manner.

The service is committed to provide notifications to relevant authorities, compliant with applicable legislative frameworks.

## 🕮 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

* *Education and Care Services National Law Act, 2010 and Regulations 2011*
* *Child Protection Act 1999*
* *Work Health and Safety Act 2011*
* *Education (General Provisions) Act 2006*
* *Privacy Act 1988*
* *Family Assistance Law*
* *Parents and Citizens' Association Model* Constitution
* *National Quality Standard, Quality Area 2 – Children’s health and safety; and 7 – Governance and leadership*
* *Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 4.5 – Incident, Illness, Injury or Trauma, 6.3 – Workplace Health and Safety, 8.2 – Educational Leader Policy, 8.13 – Employee Health, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Nominated Supervisor Policy, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance, 10.32 – Appropriate Governance*

**Roles and Responsibilities**

Jamboree Heights State School P&C Association’s Executive

* Seek appropriate advice from the Regulatory Authority, when required.
* Report all matters outlined in the regulations for notification to the Regulatory Authority.
* Report other notifiable information to relevant bodies as required

Nominated Supervisor

* Report relevant matters to the Approved Provider as relevant.
* Seek support and advise from the Approved Provider for significant matters.
* Communicate with parents routinely, ensuring significant matters are notified in a timely manner, and at a minimum within 24 hours.
* Support staff to report and record timely and accurate information.

Ensure compliant storage of reports and information.

All Staff

* Record and report information necessary for notification to the Regulatory Authority.
* Seek support from the Nominated Supervisor (or relevant other) where required.

## 📋 Procedures

1. The Nominated Supervisor will report all relevant notifiable information (*see list below*) to the Approved Provider to ensure notifications are made within required timeframes.
2. The Nominated Supervisor will direct information to ***the*** ***P&C President*** in the first instance, where this has not been possible the Nominated Supervisor will then contact other P&C Executive Members for notification.
3. The Nominated Supervisor and Approved Provider will decide on a plan of action and tasks to be undertaken in order to adequately respond and meet reporting requirements.
4. The authority (or body) notification need to be reported to will depend on the nature and significance of events and outcomes.

**Regulatory Authority Notifications**

The *Education and Care Services National Law Act 2010 and Regulations 2011* sets out incidents and allegations that are notifiable to the Regulatory Authority while a child or children are being educated and cared for by the service. These include:

* The death of a child while that child is being educated and cared for at the service or following an incident while that child was being educated and cared for by the service;
* A serious injury or trauma while the child is being educated and cared for, which required urgent medical attention from a medical practitioner; or the child attended, or should have attended a hospital (e.g. broken limb);
* where the child attended, or should have attended a hospital (e.g. severe asthma attack, seizure or anaphylaxis);
* Any circumstance where a child appears to have been taken or removed from the service premises by someone not authorised to do this;
* Any circumstance where a child is mistakenly locked in or out of the service premises or any part of the premises;
* services attended an education and care service in response to an emergency

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* Any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the service;
* Any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for by the service;
* Any circumstance at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service;
* Notice of any appointment or removal of a person with management and control of the service
* Adding one or more nominated supervisors to the service (including the person’s written consent);
* A Nominated Supervisor change and a Nominated Supervisor’s name or contact details change;
* Any change to the hours and days of the operation of the service;
* A complaint that alleges a serious incident has occurred or is occurring while a child is being educated and cared for by a service;
* A complaint that alleges the National Law and/or National Regulations have been contravened;

The Approved Provider (or when delegated, the Nominated Supervisor) of the service, under the *Education and Care Services National Law Act 2010* will make notifications to the Regulatory Authority through the National Quality Agenda IT System (NQA IT System), or by contacting the office directly.

**Department of Education and Training Notification (CCS)**

The *Australian Government* require that Providers must notify the *Department Education and Training* of any of the following changes to their service(s), within the timeframe specified. Penalties may apply if providers fail to make required notifications. Operators must notify about changes to:

* Fees
* Operating Hours
  + - Vacancies
* Ceasing to operate - Providers must notify the Department at least 42 days before
* Change of physical or postal address
* Change to name
* Change to contact details such as email, website, telephone number or fax
* Information about any new person
* Change to name or contact details for persons with management and control
* Specific information revealed in background checks
* An event or circumstance indicating a person with management and control not likely to be fit and proper for the purpose of administering CCS
* A person stops having management and control
* The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.
* Change in the status of a working with children card for each individual who is required to have such a card under section 195D of the *Family Assistance Administration Act 1999*.
* Unexpected closure of any of the provider's approved child care services due to unforeseen circumstances.
* A serious conviction or finding of guilt of a person with management or control of the provider (including a person who becomes responsible for the day to day operation of any of the provider's approved child care services)

All of these notifications can be made through third-party software or the Provider Entry Point. Specific details, additional matters for notification and timeframes for notification can be accessed on the Department of Education and Training website.

**Mandatory Reporting (Child Protection)**

Where a staff member of the service has a reasonable suspicion, a child may be in need of protection they are to follow the *2.10 - Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm* policy and report the matter to ***Child Safety***. Details of the reasonable suspicion should be documented in the *Incident, Illness, Injury or Trauma form* or other relevant records.

**Work Health Safety**

Incidents and details that are notifiable to ***Work Health and Safety Queensland (WHSQ)*** are events and injuries that arise out of the service that results in the death, serious injury or serious illness of any person or involves a dangerous incident. WHSQ notifications will be managed by the Approved Provider.

**Reports and Records**

All relevant reports and records will be stored in accordance with the procedures listed in *10.8 Information Handling (Privacy and Confidentiality)*.

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| ***Policy Controls*** | | | |
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