



HARBORD PUBLIC SCHOOL OUT OF SCHOOL HOURS CENTRE

POLICY DOCUMENT

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Out Of School Hours Centre
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Endorsed By 2021/2022 Parent Committee Chair Holders

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Inara Gravitis	Secretary		
Shanna Souter	Treasurer		
Rebecca Day	Staff Liaison Officer		

Harbord OOSH Policy Document

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SECTION ONE

ADMINISTRATION

1.1 GOVERNANCE AND MANAGEMENT

Mandatory Policy Regulation 168

POLICY

A Management Sub Committee of the Harbord Public School Parents and Citizens Association operates Harbord Out of School Hours (HOOSH). It is run as a service for families in the local community as a registered not-for-profit organisation. HOOSH adheres to the Harbord Public School License Agreement and relevant legislation.

PROCEDURE

HOOSH adheres to the following legislation;

- Education and care services National Law and education and care services National Regulations 2011 (ECSNL and ECSNR).
- United Nations Convention on the Rights of the Child
- Working with children check and child protection (Prohibited employment) act 1998
- P&C Association Incorporation Act 2009
- Children Young Persons (Care and Protection) Act 1998
- Food Act 2003 NSW
- Work Health and Safety Act 2011
- Privacy and Personal Information Act (NSW) 1998
- Family Law Act 1975
- Fair Work Act
- Industrial Relations act 1996
- National Employment Standards
- Children's Services Award 2010.

The Centre's legal entity is Harbord Public School P&C Association trading as HOOSH. Harbord Public School P&C Association is an incorporated body. HOOSH is registered as a not for profit organisation.

A parent Management Committee is selected at the Annual General Meeting. The HOOSH Management Committee is a subcommittee of Harbord Public School P&C Association. The Director reports to the Management Committee. The Management Committee reports to the P&C.

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A Management Committee must consist of a Chairperson, Secretary and Treasurer and relevant employee members to operate. All other chair holder roles are preferred (policy 1.14).

The HOOSH Sub-Committee Rules (See Appendix 3) have been endorsed by the P&C and are followed by the HOOSH Management Committee.

The term 'Co-ordinator' refers to the position classification of Centre Director in the Children's Services Award 2010.

The term 'Assistant Co-ordinator' refers to the position classification of Assistant Director in the Children's Services Award 2010.

1.2 CONFLICT OF INTEREST

POLICY

At HOOSH we aim to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of the service.

PROCEDURE

The Management Committee and management staff are required to disclose any personal interests which may conflict with their responsibility to act in the best interest of the service. Personal interests include direct interest, as well as those of family, friends or other organisations a person may be involved with or have an interest in.

Potential or perceived conflict of interest is identified as:

- Financial decisions including building, maintenance, purchases
- Staffing decisions including hiring, wages, disciplinary action
- Operational decisions including hours of operation, access, fees etc.
- Any personal relationships between employees and committee members including friendship (friendship defined as entertaining in one another's homes or holidaying together)
- Any personal relationships between committee members including friendship

If the Management Committee is of the view that an actual or perceived conflict of interest exists it is the responsibility of the Management Committee to ensure that the conflict of interest is managed appropriately. This may include removing any staff member/committee member with the actual or perceived conflict of interest from the decision making process where the conflict has been identified.

1.3 PHILOSOPHY

Their time, Their place!

For the children at Harbord OOSH it is 'their time, their place' to play and learn in a safe environment where 'kids can be kids'.

We provide time for children to: have fun, get messy, take risks, make noise, connect with nature, be creative and physically active. We believe in the constructive use of technology for staff, families and children.

Our communication channels allow families and children to make suggestions and provide feedback to our caring and professional educators.

We are a service that strives for continual improvement and values a healthy lifestyle, community involvement, diversity and sustainable practices. We aim to support the mental health of children, families and staff.

We aspire to ingrain Indigenous cultures and perspectives in our program and support the journey of reconciliation for our First Nations people.

Harbord OOSH is a place where everyone can feel a sense of belonging and be respected as individuals.

By promoting our core values - being respectful, responsible, caring and honest, we would love our great kids to become great adults.

Revised by staff, parents and children- April 2021

1.4 HOURS OF OPERATION

HOOSH is generally open Monday to Friday all year with the exception of Public Holidays, a three week close down period over Christmas and an HOOSH clean-up day the last Friday of each vacation care period.

- Before School Care operates from 6.30 - 9.00am.
- After School Care operates from 3.00 - 6.30pm.
- Vacation Care and Pupil Free Days operate from 7.30am - 6.00pm.
- HOOSH is closed during public holidays.
- All opening hours are posted at HOOSH and on the website.
- No children are to be left unattended at HOOSH outside these hours.
- These operating hours are reviewed biannually to ensure HOOSH meets current family needs.
- We do not provide additional child care hours for teacher strikes or stop work meetings.
- HOOSH is also open 9.00am-3.00pm for Kindy children only on the Best Start days in term 1.

On school days, from 8.40am, HOOSH children are able to play in the school playground under the supervision of school teaching staff along with non HOOSH children.

1.5 ENROLMENT AND ORIENTATION

Mandatory Policy Regulation 168

POLICY

We aim to provide an efficient enrolment and orientation procedure that is clear and easily comprehended. We will ensure confidentiality and offer a flexible and fair access system.

PROCEDURE

ELIGIBLE CHILDREN

Registration is restricted to Harbord Public School children from Kindergarten to Year six classes for Before and After School Care.

Children who do not attend Harbord Public School may attend Vacation Care, however, there is an order of priority for opening of Vacation Care registrations. Generally, registrations/bookings are open five weeks before the end of the term for HOOSH children, four weeks before the end of term for other Harbord Public School children and three weeks before the end of term for all other children (subject to availability).

REGISTRATION

Registration must be completed before the child attends HOOSH.

To register go to www.harborodoosh.com.au, click on 'register and book' and click on 'Enrol'.

If your child has any allergies or medical conditions please let us know via email. Please make sure you enter these conditions on your Xplor registration.

All information must be complete and include the following:

- at least two contacts other than parents and all authorisations clicked
- Personal, medical and custodial details
- Immunisation status and self-administering of asthma medication authorisations
- Details of any allergies or medical conditions. These should be advised to the Centre via email and entered into the Xplor registration. Please send us an action plan signed by your Doctor.
- Media release authorisations
- Direct debit details

Registrations are only accepted online unless arrangements are made with the Centre Director/Assistant Directors, including families without internet access.

Upon accepting registrations, an automated email is sent from Xplor. HOOSH will email confirmation of registrations.

HOOSH users must update their registration form online when applicable and upon request by the Centre Director/Assistant Directors.

PLACEMENT

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Priority is based on the 'Priority of Access Guidelines' set by the Commonwealth Department responsible for Education. A copy of these guidelines is available from HOOSH Administration.

Combined with the priority of access, placement is then allocated on a 'first in, first served' basis. Placement is given as follows:

- Current users and siblings of HOOSH
- Other Harbord Public School Students
- Children of staff teaching at Harbord Public School
- Children not attending Harbord Public School (Vacation care only).

ORIENTATION

- At the start of a new year all families are invited to an information evening at the HOOSH Centre where they have the opportunity to hear about the HOOSH program and meet permanent staff.
- Parents that enquire at the Centre are given registration details and any questions answered personally by staff.
- Parents that register throughout the year are directed to the Centre's website to view the Policy Document and invited to arrange a time for a personal orientation at the Centre to answer any questions.
- The Centre Director conducts a presentation at the Kindy orientation days for all the new families enrolled at Harbord Public School.

1.6 BOOKINGS/CANCELLATIONS

POLICY

Subject to available places, we aim to offer a booking system that meets the varying needs of the families in our community. We respect the changing circumstances of families and provide opportunities for cancellation and change.

PROCEDURE

BOOKING TYPES & FORMS

Permanent Booking - is a booking that is made for a regular session all year

Casual Booking - is a booking made for occasional sessions.

The booking procedure is separate from the registration procedure.

All permanent bookings are required to be emailed. Bookings should be requested a week prior to starting care. It is advised to place bookings as early as possible to avoid disappointment.

Permanent bookings for each new year will continue as per current booking unless you have informed the Centre you will be cancelling or changing days. The Centre will automatically cancel all bookings held by year six children at the end of the year.

Casual bookings can be placed via the Xplor Home App or by email to the centre.

New Kindy families are allocated places from November 1st for the next year. Next year's waiting list forms can be found on our website.

Vacation care programs are available on our website or from the HOOSH administration area. Generic emails are sent out to remind families to book for Vacation care.

Bookings for Vacation care are made by the parent via the Xplor home app.

Bookings are only confirmed once the parent receives the confirmation notification via the Xplor app.

Any vacation care days bookings that require a waiver will not be processed until this is completed and received by the Centre.

Vacation Care programs and bookings open four weeks prior to the end of term for all Harbord School families and two weeks prior for non-Harbord School children.

Parents will be notified of any waitlisted days.

WAIT LIST AND PLACEMENT

Permanent bookings for each new year will continue as per current booking unless you have informed the Centre in writing you will be cancelling or changing days. Changing days will be subject to availability and wait list procedures will apply.

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The Centre will automatically cancel all bookings held by year six children at the end of the year.

The Centre may refuse to accept a booking on the following grounds:

- Your account is in arrears as per Policy 1.7
- A parent or guardian breaches the Parent/Visitor code of conduct
- If a child's behaviour is significantly disruptive or poses a risk to themselves or to others. See Policy 3.2

The Management Committee will be informed of all declined bookings.

If you do not get a requested session you will be placed on the Centre's waiting list.

Placement on the waiting list is in order of the Centre receiving your booking request, however, priority of access guidelines will apply. You will be placed on a waitlist for your year group, as a position becomes available in your child's group you will be notified.

The waiting list and Centre numbers are checked weekly and parents are contacted via email or phone to offer placement. Offered places remain open for 24 hours then the next eligible family will be contacted. It is the parent's responsibility to regularly check emails.

Declining an offered day will place you at the bottom of the waiting list or removed. However, if you need multiple placements for siblings you can remain on the waiting list in current order as per your year group until all places become available.

Current families adding days to the waitlist will be in order of receiving the booking request.

Next year's waiting list forms can be found on our website and are accepted at the start of each year for the up and coming year eg- waitlist forms accepted January 2021 for 2022 bookings. Kindergarten children are placed on a separate waiting list until their start school date.

Waiting list forms can be emailed to admin@harbordoosh.com from the first day we open in January.

CENTRE NUMBERS

HOOSH has approved places for 350 children per day, however, the number of places offered will also be determined with consideration to access to indoor space.

GROUPS

The Centre is divided into:Kindy, Juniors (Year One and Two), Seniors (Year 3), Club BK (Year Four, Year Five and Year Six)

The Centre aims to operate at the following capped numbers per group for Before and After School Care:

- Kindy 55 children per afternoon
- Year One 55 children per afternoon
- Year Two 50 children per afternoon
- Year Three 50 children per afternoon
- Year Four 50 children per afternoon
- Year Five and Six 50 children combined per afternoon

Harbord OOSH Policy Document

- Possible Offsite program of 50 children - year groups may vary.

The Vacation Care program operates with capacity for 150 children per day as follows:

- Junior (Kindy and Year One) 50 children
- Senior (Year Two and Year Three) 50 children
- Club BK (Year Four, Five and Six) 50 children
- Additional places may be offered for incentive days

Once bookings are open the places are allocated in order of submitting bookings.

After the bookings close date the group numbers may change to accommodate excursion venues and bus bookings.

When at HOOSH your child is placed in the HOOSH group that matches their year group at school.

For example; a child in the Junior group during 2018 and heading into year two in 2019 will remain in the HOOSH junior group for the January 2019 Vacation Care and Pupil Free Days. A child that has not yet started school but will be starting in Kindergarten that year can enrol in the Pre-school Vacation Care program and attend Vacation Care during the January holidays.. A previous year six child enrolled in high school for the current year can attend Vacation Care during the January holidays.

CANCELLING AND CHANGING BOOKED SESSIONS

Booked sessions can be changed or cancelled without charge, providing the correct procedure is followed. Verbally informing staff of cancellations is not accepted. Failing to put your request in writing will result in the unused session being charged to your account.

BASC Casual bookings- request is to be made in an email.

BASC Yearly bookings- Block period cancellations and changes can be made via email. A total of four requests per year up to a maximum of ten weeks in total (minimum block period is one day, maximum is ten weeks). For example, for BASC Yearly bookings:

- If you are having a two week holiday in term one, cancelling Monday 22 April, three weeks in May and two weeks in September this will be the total amount for the year even though there has not been a total of ten weeks cancelled, there have been four requests made.
- Cancellations for block periods must be made in writing via email.
- If you only require every second Monday, please specify your week requested and the week not needed.

Cancellations for a block period is limited to ten weeks per year.

Pupil Free Days and Vacation Care- Cancellations must be made before the Vacation Care booking closure date. All cancellations for Pupil Free Days and Vacation Care incur a \$20.00 cancellation fee per day/per child. Cancellations after this date are marked as absent.

Cancellation requests for Pupil Free Days and Vacation care days made after the bookings close date are classified as an absent day and billed at the full rate.

1.7 FEES AND ACCOUNTS

Mandatory Policy Regulation 168

POLICY

We aim to provide a quality and affordable service. Fee levels are set by the Management Committee each year based on budget requirements. We require accounts to be kept up to date and communicate penalties for overdue accounts clearly. Account holders are to use HOOSH's preferred method of payment.

PROCEDURE

HOOSH fees are paid using a direct debit system, Debit success . This is an automated payment system. This authorises HOOSH to automatically deduct fees owing from the parents nominated bank account.

INVOICING

HOOSH will email fortnightly invoices, two weeks in arrears . The invoice will show what has been billed to the account for the past two weeks and any money owing in arrears..

Absent sessions are charged at the regular rate. Absences that exceed the 42 allowable days set by DEEWR are charged at the full HOOSH rate and CCS will not apply. Subsidies for absent days over 42 days will only apply according to DEEWR stipulations. For example- a doctor's certificate or an employer letter regarding roster changes etc.

HOOSH fees and charges, amounts are located on our website.

- Before School Care- Permanent and Casual
- After School Care- Permanent and Casual
- Vacation Care & Pupil Free Days
- Kindy Care days
- Late collection fees - for every 10 minutes or part thereof.
- Non sign in fee for BSC, and VAC care
- Non sign out fee for ASC and VAC care
- Non notification of absence fee
- Compulsory Vacation care T. Shirts K to 3
- Compulsory Vacation Care Jumpers K to 3
- Vacation Care cancellation fee

Extra charges for special activities are communicated to families via the Centre email, newsletter and included on invoices. Disputing extra charges must be made by contacting the Centre in person, by phone or by email.

PAYMENTS

The amount showing on the invoice will be deducted from the parent's nominated bank account approximately 4 days after invoicing. This amount may vary slightly due to CCS estimates. If there are any discrepancies regarding the invoice this must be made known to the Centre prior to the debit date stated on the invoice..

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All payments are allocated directly to Xplor accounts.

Any requests by a parent for additional or suspended payments are considered and authorised by the Centre Director. Consultation with the Management Committee may be sought.

An alternative method of payment for special circumstances may be considered by the Management Committee after notification in writing by the account holder.

OVERDUE ACCOUNTS

A \$15.00 dishonoured payment fee will apply to accounts where insufficient funds prevented an automated direct debit payment. This fee is charged by a third party as part of our direct debit system.

Overdue account holders will receive phone or email reminders.

Account holders four weeks in arrears (two failed billing cycles) will be contacted to inform them of the Centre's overdue accounts policy as follows:

- Accounts more than four weeks overdue will be brought to the attention of the Management Committee. This may result in written notification from the schools Chief Financial Officer (CFO) where 48 hours' notice is given to pay outstanding fees before bookings are cancelled. No further bookings will be accepted until payment is made. Families may apply to the Management Committee (in writing) for special consideration when experiencing financial hardship.

If outstanding debts are still not settled, the Management Committee will liaise with the P&C President to decide if circumstances require the use of an outside debt collection agency to recover outstanding fees.

To respect client confidentiality, liaisons of this nature with the P&C President will be kept private and will not be discussed at P&C meetings in a manner which identifies any person or family.

All families on Centre payment plans are required to request CCS to be paid directly to HOOSH.

ACCOUNT CREDIT

Credits will be refunded upon request or when cancelling enrolment.

RECEIPTING

All successful payment transactions will appear on the next invoice.

CHILD CARE SUBSIDY (CCS)

Your child's date of birth and Customer Reference Number (CRN) and your date of birth and CRN should be entered in the appropriate field in your online enrolment. Your fees are charged based on your actual reduced rate and at your estimated reduced rate.

CCS is a means-tested financial support for childcare. Not all families are eligible. All families must apply through the MYGOV website or at Centrelink 136150.

It is the parent's responsibility to provide correct information to Xplor to ensure CCS payments can be made and to check invoices to ensure CCS payments are being received.

1.8 MAINTENANCE OF RECORDS/INSURANCES

POLICY

We aim to ensure all appropriate records are kept for the specified time periods. We will protect the privacy and confidentiality of all clients, staff and management by securing information and only providing access to people who have a legal right.

HOOSH will hold all relevant policies to ensure the financial viability of the Centre and protect all stakeholders.

PROCEDURE

Staff are to ensure all records containing personal information are kept in a secure physical or electronic location. The Director/Assistant Director must ensure all documentation relating to staff and children be treated as confidential and only made available to the Centre's staff and the Management Committee on a 'need to know basis'.

Parents/guardians of an enrolled child may access their child's records on request, subject to any legal restrictions.

Subject to the preceding two paragraphs, no member of staff is to give out information obtained during the course of employment regarding a child to a member of staff, or a Management Committee member or to anyone unless it is for the wellbeing of that person and where it is required by law.

Emails and the parent's message book are stored securely for parental access if requested.

Records archived each term are:

- Attendance rolls
- Accounts reports
- CCMS reports
- Parent message book

Records archived annually or upon termination are:

- HOOSH programs
- Learning stories
- Staff records
- Medication authorisations
- Taxation
- Superannuation
- Working With Children Checks.

All archives are stored securely and access is restricted. When adequate archiving time is complete all records are destroyed.

INSURANCES

All insurances are arranged by the P&C CFO in consultation with the P&C and OOSH Sub Committee. Below is a list of insurance policies that HOOSH holds:

- Workers Compensation.
- Public Liability (P & C Federation), Before and After School care (Harbord Public School P&C). HOOSH reimburses the P&C for any costs associated with Before and After School care. The P&C CFO ensures this policy is renewed and does so in collaboration with the Centre Director.
- Public Liability (P&C Federation), Vacation Care. The Director reports to the insurer how many children attend Vacation Care. The CFO approves the renewal and pays for the premium.
- Business Combined (Building and Contents). The P&C CFO ensures this policy is renewed and does so in collaboration with the Centre Director. The HOOSH Treasurer approves the renewal. HOOSH pays for the premium.
- Personal Indemnity (Harbord Public School P&C). The P&C Treasurer CFO ensures this policy is renewed for the benefit of officers of HOOSH and does so in collaboration with the Centre Director.

1.9 ATTENDANCE, ARRIVAL AND DEPARTURE

Mandatory Policy Regulation 168

POLICY

Complying with the National Law and our commitment for the safe arrival, departure and attendance of children we believe with parent/guardian and School cooperation and effective communication we will provide a dropping off and collection procedure that ensures the safety of each child. Parents are required to follow specific communication procedures to ensure the appropriate care of their child.

PROCEDURE

BEFORE SCHOOL CARE, VACATION CARE, PUPIL FREE DAY & KINDY BEST START DAYS

Children must arrive and leave with a parent/guardian or an authorised person. High school children are permitted to sign out a child as long as this has been pre authorised by the parent/guardian.

Authorised persons are entered on the child's enrolment form by the parent/guardian registering the child at HOOSH. An authorised person must be a minimum of high school age.

If someone is collecting a child that is not on the registration forms authorised list, we must have verbal permission from the parent followed by written permission.

All authorised persons, if unknown to the Centre, will be asked to provide identification.

Should any medication be required the parent must inform the staff and then complete the appropriate medication authorisation. (See medication policy).

If a parent/adult cannot sign in their child an arrangement must be made with the Director or the Assistant Directors and placed in writing prior to the session. These exemptions are only made in emergency situations – A Parent with a broken leg or a child with a serious illness in the car. This will not be for parents running late, not wanting to get a younger sibling out of the car or because it's raining etc.

Any information regarding the child is to be emailed.

Children are not to be left at HOOSH prior to opening hours, 6:30am School days, and 7.30am Vacation care, 7:30am Pupil Free days and 9.00am Kindy Best Start Days.

BEFORE SCHOOL CARE DEPARTURE

Before School Care children will be called in a roll call setting individually and released at 8.40am.

Harbord OOSH Policy Document

Parents must provide written permission for children needing to be signed out prior to 8.40am. This information will be recorded on our extra curricular board for a reoccurring routine and the nominated contact to sign out the child. For a one off occasion the child's name and where they are going will be written in the staff diary.

During the first term Kindergarten children will be taken to their classrooms at 9.00am until they show levels of independence indicating they are capable of taking themselves to their classrooms (usually week five). This decision is made by the HOOSH staff and the families are notified.

If a child has an early school excursion or a school organised extracurricular morning activity the parents are to email HOOSH to give permission for the child to leave earlier than 8.40am. The teacher signs the child out.

AFTER SCHOOL CARE - ARRIVAL

Children will make their own way to HOOSH from their classrooms when the school bell rings at 3.05pm.

Kindergarten children will be collected from the classroom/meeting point during the first term or until the child/ren show levels of independence indicating they are capable of taking themselves to the HOOSH Centre (usually week five). This decision is made by the HOOSH staff and the parent is notified.

All children are signed in by HOOSH staff. Children not signed in by 3.15pm will become part of our search procedure (see below details regarding the search procedure).

Parents are to notify HOOSH by email if their child is arriving late to HOOSH from School. This information will be recorded on our extracurricular list for a reoccurring routine and in the staff diary for a once off.

Standard departure arrangements: After school care and Vacation care.

1) Children must be collected by the closing time of HOOSH (6.00pm Pupil Free Days and Vacation Care, 6.30pm from After School Care and 3.00pm Kindy Best Start Days).

2) It is the responsibility of parents/guardians to see that their child/ren are signed out each afternoon. If a child is not signed out by the person collecting then a non-signing fee of \$25.00 will be added to the child's account.

3) When collecting your child the staff will use the Walkie Talkie communication system to locate your child and send them to the centre sign out area. Please tell the staff your child's name and year so it can be

announced over the walkie talkie. The staff will repeat the child's name to ensure we are sending the correct child. Please let us know if you would prefer to locate your child yourself.

Allow time for staff to locate your child as your child is having "free play time" and can be in a variety of supervised areas.

Helping us locate your child can speed up this process.

4) Authorised people are only to collect the child and the authorised person collecting the child must make staff aware they are taking the child from HOOSH.

5) Children must not leave HOOSH except in the manner indicated by parents on the online registration form.

6) Names and numbers of authorised collection people must be clearly stated and updated upon change. Staff reserve the right to ask any person for identification when collecting a child. HOOSH will not release the child to any unauthorized person.

7) Staff will confirm that all children have been collected, calling parents when needed if the child is not signed out.

Staff will sign a checklist in the diary at the end of the day to confirm all children have been collected.

Alternative sign out arrangements

HOOSH will not allow a child to leave without an authorised person.

If a child is to leave and then return to HOOSH (for sports training or band practice) these arrangements must be communicated to the Director or the Assistant Directors in writing and the child must be signed out and back in by the authorised person e.g. coach, teacher, tutor, team parent.

ATTENDANCE AND NON-ATTENDANCE

The attendance roll is marked at approximately -

- 3:05pm for the initial sign in
- 4:00pm at afternoon tea time
- 5:00pm at late snack time
- 6:00pm a silent roll call is conducted
- 6:20pm final roll check before close

At any of the roll call checks if a child is not in attendance and has not been signed out by the parent/guardian the Centre immediately implements the 'search procedure' (see below).

From 4pm onwards if a child years K to 3 is identified as missing and contacts cannot be reached the Police may be notified at the discretion of the responsible person.

If parents are aware their child/ren will be absent from After School Care, Vacation Care or Pupil Free Day Care before the actual session, notification must be placed via the Xplor App, by phone, email or SMS either before or on the day of by 2.00pm for After School Care and 8am for Vacation Care and Pupil Free Days. Arrangements must be made in writing if your child has an extra-curricular activity that will cause your child to arrive at After School care after 3.05pm.

Children arriving at After School Care are not in the care of a parent or guardian, therefore the Centre assumes responsibility at 3.05pm. Given the importance of accurate rolls in this setting, failure to notify the Centre of your child's absence from After School Care by 2.00pm will incur a \$25.00 charge.

Children not present at a Before School Care, Vacation Care or a pupil free day session are presumed absent for that session and no attempt to locate the child is made.

However for Vacation care it does help with centre planning and excursion departures if you do notify the center of absence.

From 3:05pm the staff communicate with each other and the children during the afternoon to locate child/ren that have not signed in. If the child/ren cannot be located, the Director/Assistant Director is notified immediately by the steps below.

Please note the search order is prioritized by the child's age and urgency. (Youngest to oldest)

- 1) All HOOSH staff are notified to search for the child in their area
- 2) The School office will be searched along with communication with school admin and executive staff
- 3) An attempt to contact the parents and/or emergency contacts will be made and continued throughout the search.
- 4) The playground and perimeter will be searched
- 5) An attempt will be made to contact the child's teacher if still on the school premises to see if they were at school.
- 6) An email and SMS will be sent to the parents
- 7) Where a parent or emergency contact cannot be reached by 4.00pm, the Police may be contacted. The decision to contact the Police will be documented and is at the discretion of the Centre Director or Responsible Person.
- 8) Where the missing child is in Year 4 or over, the Centre will leave messages at the contact numbers provided and emails sent. Where a parent or emergency contact cannot be reached by 4.30pm, the Police may be contacted. The decision to contact the Police will be documented and is at the discretion of the Centre Director or Responsible Person.

Parent or emergency contacts must be available to receive an absent notification phone call between 3.05pm and 4.00pm. If a parent or emergency contact does not answer, a voicemail will be left and email sent.

LATE COLLECTION OF CHILDREN

Parents are reminded of the late collection fee in newsletters and notices.

HOOSH closes promptly at 6.30pm for After School Care, 6.00pm for Vacation Care and Pupil Free Days.

Parents are charged a 'late collection fee' of \$30.00 for every 10 minutes or part thereof e.g. if picked up or still on the premises at After School Care at 6.43pm, \$60.00 will be charged. This fee is not discussed when collecting your child, it is placed on the parent account and added to the next billing period. When collecting your child please allow enough time to locate any missing belongings, art work or discussions with staff if needed.

Telephone calls to nominated contacts will be made at 6.25 pm for After School Care, 5.55pm at Vacation Care and Pupil Free Day Care. Staff will continue to attempt contact every 10 minutes. If no contact is made with the child's parents/guardians or emergency contacts by one hour after closing the responsible person will notify the Nominated supervisor, Director/Assistant Director before initiating one of the following:

- 1) Notify the local Police station to collect the child.
- 2) Staff will post a notice on the HOOSH door with details including contact phone numbers of where the child has been taken
- 3) Management Staff to complete an incident notification report and send to DECS within 24 hours of the incident

INTOXICATED PARENT/GUARDIAN/VISITOR

In the instance of an intoxicated parent/guardian collecting a child, staff will advise the person of the Centre's duty of care to not let the child leave the premises with an intoxicated person.

All efforts to contact another family member or friend on the authorised contact list will be made to collect and go home with the child.

If the parent/guardian insists on removing the child from the premises emergency contacts will be notified to collect the child from their home.

If no contact can be made to the emergency contacts the local Police will be called and a report made to Community Services.

A letter or email will be sent to the parents/guardian regarding the incident and informing them of the Centre's policy.

Staff will ask any visitor to leave the premises if they appear intoxicated. If the person refuses to leave, the Police will be called.

Harbord OOSH Policy Document

COVID -19 Procedure

Temporary changes to procedures - In the case of a pandemic government enforced lock downs or social distancing may prevent parents from entering our rooms or the school grounds.

In the case of not entering rooms, the parents will sign their child in and out using the Xplor QR code or devices located outside the centre rooms. The staff will call for the children to meet at the OOSH room and place them in the care of their authorised collection person. At drop off a staff member will be located near the devices to greet children as they arrive. Parents sign in outside the OOSH rooms on the QR codes and devices.

In the case of not entering the school grounds at drop off the parent will text and notify their child is walking into the grounds. Staff are on hand to collect young or anxious children from the gate. Parents sign in using QR codes outside the grounds.

At collection time the parents will use the QR codes located outside the gate and use the phone number supplied to text that they have arrived. The child will be called and asked to meet at the OOSH room where they will be escorted or supervised to the gate for the parent to collect. A staff member will spend the afternoon located around the playground and gate area ensuring correct authorised persons are collecting the children.

If OOSH staff are unsure of the authorisation status of the collection person they are to follow centre procedures and identify the person collecting.

In a lockdown situation where only children of essential workers attend school/OOSH -

The children are signed in as normal procedure and search procedures are enforced for all absent children.

1.10 EMERGENCY CARE

POLICY

HOOSH will assist Harbord Public School by providing emergency short notice care (subject to availability) for child/ren not booked into Before School Care or After School Care.

PROCEDURE

Children not collected from school will only be left in the care of HOOSH once all Harbord Public School's emergency care procedures to contact the parents/carers have been followed. The child/ren remains at the School office with School staff following School procedure.

If contact is not made to parents or emergency contacts by 3.45 pm the children can be brought to the Centre providing HOOSH has a vacancy.

HOOSH must be provided with contact numbers for the children and School contact (Deputy or Principal).

Confirmation with the Principal or Deputy Principal is made to notify them, they may be needed as a contact person before 6.30pm. (See important contact numbers). Call the School contact or Police to collect the child if parent/guardian contact is not made by 5.30pm.

HOOSH IS GOVERNED BY THE EDUCATION AND CARE SERVICE NATIONAL REGULATIONS. HARBORD OOSH CANNOT EXCEED APPROVED PLACES. SHORT NOTICE BOOKINGS ARE SUBJECT STRICTLY TO AVAILABILITY.

1.11 PARENTING ORDERS

POLICY

HOOSH aims to assist in the safety of all children by acknowledging and abiding by any court approved parenting orders. HOOSH will have a copy of relevant parenting orders on record plus any subsequent alteration registered by the court.

PROCEDURE

PROHIBITED PERSON

It is necessary for HOOSH to have a copy of an order that restricts any person's contact with a child (a 'Prohibited Person').

A photo of the prohibited person or a clear description should be given to the HOOSH Director/ Assistant Directors.

If a prohibited person attempts to collect a child from HOOSH the procedure is as follows:

- Staff will immediately notify the Director /Assistant Directors
- Director instructs another staff person to inform the police and primary carer
- Director advises prohibited person of the court order
- Director verbally tries to prevent or delay departure
- Every reasonable attempt is made by HOOSH staff to avoid the prohibited person from collecting the child but staff should not attempt to physically prevent departure; this is the role of the Police.

The staff are to prioritise their own personal safety and all the children at the Centre at all times.

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

SHARED CUSTODY

The Centre will not be responsible for enforcing shared custody arrangements. In the case of shared custody, both parents are considered by the courts as 'fit' parents, therefore, access and collection from HOOSH is the responsibility of the individual parent and HOOSH access will be permitted at all times for both parents. If access arrangements are breached the Centre considers this a domestic matter and should be resolved by the parents through the courts. If requested by a parent, the Centre will attempt to notify the custodial parent when aware of a breach in access arrangements.

POLICY

We will provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service legally and efficiently. Management will ensure that individuals associated with the Centre are aware of relevant policies and have access to the policy document. Policies will be written in consultation with stakeholders and endorsed by the Management Committee.

PROCEDURE

The Director and Assistant Directors, in conjunction with the Management Committee, will ensure the development of all required policies under the Educational and Care Services National Law and the Education and Care Services Regulations. Policies are to be developed to reflect regulatory amendments and as deemed necessary by the Centre Director and Management Committee.

All policies must reflect the current philosophy of HOOSH.

As per Regulations a copy of the policy document must contain HOOSH's philosophy, the date of endorsement and is to be kept at the Centre in a convenient location available to those who wish to see it.

The document is available online on the Harbord Public School and Harbord OOSH website.

Management will ensure that any new Management Committee members, staff and families entering the service are made aware of the policy document and any specific policies relevant to them.

Any stakeholders involved in HOOSH can make suggestions and discuss any concerns they may have regarding current policies. Children, staff and parents and any other relevant stakeholders will be encouraged to have input into the development, review or changes to any policies.

All new policies, or changes to existing policies will be reviewed and formally accepted by the Management Committee. As per Regulations parents will receive a minimum of two weeks notice for a change in any policy unless the proposed change is deemed immediately necessary to ensure the safety and well being of children, families and staff. Policies involving a significant procedural change will be emailed to parents.

The full policy document will be reviewed bi-annually and more frequently if the need arises or there are changes to legislation or recognised best practice.

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

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in HOOSH?
- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current P&C by laws, child care legislation, acts and standards?

Any changes to existing policies will be circulated to all involved in the service through individual notes, notice boards, email and if necessary through a group meeting. The effective date change will be noted.

All changes are to be recorded in the policy document with the date of endorsement and review. As an ongoing practice, specific policies may be mentioned again through notice boards, emails or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of HOOSH.

Two original endorsed policy documents will be made. One original document will be kept on the HOOSH premises in a locked cabinet in the HOOSH office. The other original document will be kept with the HOOSH Committee Chairperson. A copy of the endorsed policy document is located on the HOOSH website.

1.13 PARTICIPATION AND ACCESS

POLICY

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained. Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the operation of HOOSH.

PROCEDURE

Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.

Staff will establish a pattern of exchange of information, with the use of emails, Kinderloop and informal conversations to parents about their child or what they did on that day that may be of interest to them.

Staff will respect individual differences in the way parents bring up their children.

Parents will be informed of all relevant issues in HOOSH through direct contact, notice boards, emails or newsletters.

Parents are welcome in HOOSH at all times and staff will happily explain activities or answer any questions about HOOSH.

Parents/visitors on the premises are to abide by the Centre's conduct policy at all times. The Centre Director/ Assistant Directors can refuse any parent/visitor participation or access if they are in breach of the code of conduct or considered to be inappropriate or unsafe.

PARENT/VISITOR CODE OF CONDUCT

In relation to children, the Centre, staff and other families all parents and visitors will:

- Respect and adhere to the Core Values of HOOSH: CARING, HONESTY, RESPECT and RESPONSIBILITY
- Respect the behaviour guidance practices of HOOSH and will leave the discipline of children to Centre staff.
- Speak in a respectful and appropriate manner – will not swear or use abusive language to anyone at the Centre.
- Not publicly slander the Centre on social media.
- For parents and visitors collecting children please only interact with children other than your own if approached by the child and always make sure these interactions are positive and friendly
- Wear appropriate clothing that does not have explicit language or pictures.
- Not be under the influence of alcohol or illicit drugs when collecting their child/ren or visiting the Centre.
- Respect the property of HOOSH and users.
- Respect the cultural diversity of HOOSH.

Harbord OOSH Policy Document

- Acknowledge and read HOOSH Parent or Visitor Handbook and follow the policies and procedures.
- Have input into the program when required.
- Develop positive relationships with staff
- Accept accountability for their behaviour
- Will sign the visitor log when at the Centre for any other purpose other than collecting children
- Follow this code of conduct.

Parents need to be aware of the staff's requirement to supervise the children during the activity sessions. If parents wish to discuss at length or exchange detailed information about their child or HOOSH with the Director or another staff member, an appointed time suitable to both will be organised.

Parents are encouraged to become involved in HOOSH activities. We will actively seek this involvement by:

- Keeping them informed and updated on current issues in HOOSH
- Asking for their attendance and participation in particular events such as assisting in the program or excursions, working bees and other special events
- Informing them of our participation policy through newsletter, emails and notices.
- Inform them of the management structure and how they can be involved
- Invite them to attend a Management Committee meeting or to read meeting minutes upon request by the Chairperson
- Inform them of relevant management decisions
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to HOOSH
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending HOOSH.

1.14 COMPLAINTS

Mandatory Policy Regulation 168

POLICY

We believe that parents and children have an important role in HOOSH and we value their comments. We aim to ensure that parents and children feel free to communicate any concerns they have in relation to HOOSH, staff, management, programs or policies without fear of negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

PROCEDURE

COMPLAINT BY A PARENT/GUARDIAN

A complaint can be informal or formal.

Every family will be provided with or have access to clear written guidelines detailing the grievance procedure, via the Policy Document.

All confidential conversations with families will take place in a quiet place away from other children, parents or staff.

If a family has a complaint or comment about the service, they will be encouraged to talk calmly to the Director or the Assistant Directors/supervisor of their group, who will listen and if possible resolve the matter instantly or arrange a time to discuss their concern and come to a resolution to address the issue.

At no point will any behaviour that HOOSH deems to be disrespectful be tolerated by a parent or staff member.

If the complaint is not handled to the family's satisfaction at this level they should discuss the issue with the Chairperson or Staff Liaison Officer of the Management Committee either in writing or verbally.
Management Committee contact details are located in the HOOSH Centre.

The Management Committee will discuss the issue with the Director and develop a strategy for resolving the problem, this would be discussed further with the family or if necessary a meeting will be organised with the Director and family member to resolve the problem.

The complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Director or Management Committee will inform the family of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the Management Committee or Director will write personally to the family member.

If any complaint cannot be resolved internally to the family member's satisfaction, they can contact the Regulatory Authority and lodge a formal complaint.

COMPLAINT BY A CHILD

Where a child has a complaint they may choose to discuss it directly with staff or inform their parent. The parent can then address the matter by following the previous procedure.

In the instance the child speaks directly to staff, the staff will listen to the child's complaint in a quiet private area and discuss the matter offering explanation and instant resolution if possible.

Where the complaint is considered to be of a significant nature or cannot be resolved by staff the child's parents will be informed and issued with a copy of policy 1.13.

COMPLAINT BY A MANAGEMENT COMMITTEE MEMBER

Grievance between or involving Management Committee Members will be managed as per the P&C Constitution and Sub Committee by laws.

STAFF GRIEVANCE

Refer to policy 4.7

At no stage can a grievance meeting be recorded audibly by either party.

1.15 ROLES OF MANAGEMENT

Mandatory Policy Regulation 168

POLICY

We will operate a quality Centre and will ensure that we adhere to the legal requirements of a managing body. The Management Committee will ensure that decisions are made in the best interest of the service according to the HOOSH Management Committee Constitution and abiding by all relevant legislation.

PROCEDURE

The Management Committee will ensure that the service is managed according to the funding body's requirements and that all relevant guidelines, acts and regulations are adhered to.

The Management structure will be recorded with the duties clearly described. Members of the Management Committee will consist of HOOSH parents, relevant staff and interested community members. Office bearers will be elected each year at the Annual General Meeting. Management Committee members will know the requirements regarding:

- Management structure, roles and duties
- Legislation
- HOOSH's philosophy and goals
- Policies and procedures
- Funding and operational agreements
- Meetings
- Financial requirements
- Employment responsibilities.

A handbook for the Management Committee is available to all the members. Existing members are encouraged to give support to new incoming members. Parents will be actively encouraged to participate. Decisions about the overall operation of HOOSH will be made at the Management Committee level as per the voting conditions stipulated in the Constitution and Subcommittee By Laws.

The Management Committee will meet according to the Sub Committee By Laws determining the following:

- Frequency
- Quorum
- Minimum number of meetings per year
- Meeting minutes recording and distribution
- Voting rights

The Parent Committee meeting dates and times will be emailed to all families by the Centre Director.

An AGM meeting will be held once per year where current chairholders will all stand down and nominations will begin for the following year. The AGM is conducted as a separate meeting and held prior to a regular HOOSH Management Committee meeting. The minutes for the AGM should be distributed within 14 days after the meeting and accepted at the next month's meeting following an AGM.

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Families and staff will be kept informed about the Management Committee's membership, meetings and decisions and have opportunities to have input into the management of the service.

The Director and Assistant Directors will attend meetings of the Management Committee and present a written progress report regarding the running of HOOSH and will provide information to the Management Committee to assist in making decisions.

A staff member may attend a meeting to raise issues on behalf of the staff and to provide feedback to other staff on the Management Committee's decisions.

ROLE OF THE MANAGEMENT COMMITTEE

The Management Committee is responsible for the ongoing management of HOOSH. Primarily this involves legal, financial and employment responsibilities.

The responsibility for the day-to-day operations of HOOSH, however, is delegated to the Director.

The Management Committee operates within the guidelines of the Harbord Public School P&C Constitution and in accordance with the HOOSH Parent Subcommittee By Laws.

General ongoing tasks of the Management Committee include:

- Ensuring the needs of the family's, children and staff are met
- Ensuring the smooth daily operation of HOOSH
- Communication of relevant issues
- Publicity and public relations
- Development and review of policies
- Planning
- Financial management and administration
- Oversee liaison and compliance with funding and licensing bodies
- Employment of staff, ensuring appropriate industrial awards are adhered to
- Oversee continued maintenance and repair of the building and equipment
- Addressing ongoing issues as they arise.

Nominated Management Committee members may gain access to the services records etc but only in accordance with confidentiality guidelines and when necessary to fulfil their management responsibilities.

Confidentiality will be maintained at all levels at all times.

SPECIFIC ROLES OF COMMITTEE

Chairperson (essential position):

- Facilitate the smooth running of the Management Committee
- Set the meeting agenda, which will cover all necessary business
- See that the meeting is properly convened in accordance with the By Laws of the organisation
- Determine if a quorum is present at meetings
- Chair the meeting, helping to make the meeting enjoyable, efficient and on schedule
- Ensure the agenda is adhered to and that all members have a chance to contribute to the discussion
- Help the meeting come to agreement

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- When decisions are made, clearly state what the decisions were, who will implement these and ensure this is recorded in the minutes
- At the end of every meeting, summarise so that individuals have a clear understanding of tasks to be performed and decisions made
- Close the meeting only after the business at hand has been properly conducted
- Ensure all other chairholders fulfil their responsibilities
- Have input in HR and recruitment decisions
- Take on staff liaison officer role if this position is not filled
- Act as a spokesperson for the Management Committee by reporting at the Harbord Public School P&C meetings to present the HOOSH monthly Minutes.

Vice Chairperson:

- Attend Management Committee meetings
- Perform the above duties in the Chairperson's absence and to assist the Chairperson in performing their tasks
- Lead any sub committees as needed, such as Vacation Care
- Accompany the Chairperson when requested to assist in reporting at Harbord Public School P&C meeting, this will be decided upon at HOOSH Management Committee meeting prior to the Harbord Public School P&C Meeting.

Secretary (essential position):

- Keep records of all business to do with the Management Committee, including membership records, correspondence and minutes
- Call meetings giving notice as required under the constitution
- Read and table for the meeting all relevant incoming and outgoing correspondence
- Deal with correspondence as decided by the Management Committee
- Ensure that all correspondence relevant to the staff is forwarded to them as soon as possible
- Before each meeting, type and distribute the agenda
- Take the minutes for the meeting
- After each meeting, copy and distribute the minutes to the members of the Management Committee
- Ensure the minutes are kept, updated and accepted by the Management Committee at the next meeting
- Accompany the Chairperson when requested to assist in reporting at Harbord Public School P&C meeting, this will be decided upon at HOOSH Management Committee meeting prior to the Harbord Public School P&C Meeting.

Treasurer (essential position):

- Oversee the financial management of HOOSH
- Ensure that true and proper financial records are kept
- Plan a budget for financial expenditure
- Ensures the Bookkeeper/Chief Financial Officer (CFO) pays all accounts including relevant insurance promptly
- Accompany the Chairperson, when requested, to assist in reporting at Harbord Public School P&C meeting. This will be decided upon at the HOOSH Management Committee meeting prior to the Harbord Public School P&C Meeting
- Ensures the Bookkeeper/CFO keeps records of receipts and payments
- Verifies all expenses paid by the Centre
- Ensures the Director arranges for the banking of monies as soon as possible
- Ensure the CFO calculates staff wages correctly, pays staff and maintains wage records

- Ensures the CFO deducts income tax and submits to the Taxation Department
- Ensures the CFO allocates petty cash to HOOSH as per policy
- Present a written report and Income and Expenditure Statement and Balance Sheet to the Management Committee meetings
- Ensure an annual audit is carried out
- Ensure that all government and funding agreement requirements are carried out by the Centre Director, CFO and Bookkeeper.

The Treasurer's responsibilities are managed by regular communication directly with the CFO and Centre Bookkeeper via email and phone with at least one annual face to face meeting. The CFO prepares financial reports and copies of all payments made on behalf of HOOSH for the Treasurer to collect weekly and sign as approval. A wage summary of payments made to staff is presented fortnightly for approval.

Staff wages are outsourced to Deputy and calculated fortnightly. The Assistant Directors update staff time sheets daily. Final approval for hours worked is by the Centre Director and submitted for processing. The approved hours and final wage transfer is reviewed and conducted by the CFO. .

Any wage errors are corrected in the next pay period, if possible. If the wage error is the responsibility of OOSH and the employee cannot wait until the next pay period the CFO/ will make a manual payment. The adjustment will be recorded in the payroll software.

Staff Liaison Officer:

- Act as the liaison person between staff and the Management Committee
- Be a contact person for staff if required, eg to inform them of issues or problems that they wish to seek the Management Committees advice on
- Encourage interaction between staff, families and the Management Committee
- Be on the interview panel to employ staff for HOOSH
- Ensure new staff are oriented to their job by the Director/Assistant Director
- Encourage staff to participate in staff training
- Be involved in staff appraisal and review
- Participate in the grievance procedure where necessary
- Liaise with the Director on the suitability and use of volunteers, work experience or practicum placements
- Assist and support the Director with staff conduct issues and HR responsibilities
- Review staff wages and contracts and make recommendations
- Accompany Chairperson when requested to assist in reporting at Harbord Public School P&C meeting. This will be decided upon at HOOSH Management Committee meeting prior to the Harbord Public School P&C Meeting.

Some other Management Committee roles can include:

Assistant Secretary:

- Takes on some of the responsibility of the Secretary's role such as dealing with the correspondence and perform the Secretary's duties in their absence
- Accompany Chairperson when requested to assist in reporting at Harbord Public School P&C meeting. This will be decided upon at HOOSH Committee meeting prior to the Harbord Public School P&C Meeting.

Assistant Treasurer:

- Takes on some of the Treasurer's responsibilities, such as staff payments and petty cash as decided by the Treasurer and perform the Treasurer's duties in their absence.
- Takes on Treasurer roll for any sub committees such as vacation care.
- Accompany Chairperson when requested to assist in reporting at Harbord Public School P&C meeting. This will be decided upon at HOOSH Committee meeting prior to the Harbord Public School P&C Meeting.

Fundraising Officer:

- Arrange fund-raising activities, either directly or by delegation
- Coordinating and overseeing fund raising efforts
- Be responsible for ensuring that fund raising money is collected and given to the Director for banking.
- Present a fundraising financial report to the Management Committee.

1.16 FINANCIAL MANAGEMENT

POLICY

We aim to provide a quality service that meets the needs of the children by providing a Centre with resources to operate a quality program whilst keeping the costs affordable for families. The Management Committee is responsible for all financial aspects and will ensure that all funding, legislation and acts are adhered to and that clear records of all the financial transactions are recorded and stored for the required time in a secure place.

PROCEDURE

The Treasurer will draw up an annual budget in consultation with the CFO and Director and be approved by the Management Committee. For example:

Children

- Food
- Craft
- Vacation Care
- Entertainment

Staff

- Meetings and training
- Catering for meetings and training
- Uniforms
- Incentives
- Staff and Management Committee amenities

Office/Kitchen

- Stationary
- Kitchenware
- Support
- Equipment
- Accounting and audit
- Travel and parking

The Treasurer will review the budget with the Director and CFO clearly identifying relevant issues and spending responsibilities.

It is at the discretion of the Director where approved budgeted spending is allocated for the operation of the program, within the relevant budget category.

Fundraising will be encouraged and supported by the Management Committee but will not be a part of the income required in the budget.

The Treasurer will present financial reports monthly at the Management Committee meetings. This information will be available to the P&C.

New Management Committee members will be provided with a summary of the service's financial position on their election to management.

The Treasurer is required to verify all payments, including Eftpos transfers and cheques and is responsible for ensuring that required financial transactions are recorded, and stored in a secure place.

The Treasurer and Chairperson will draw up a time-table for the year that indicates when all returns, audits, reports and other financial accountabilities are due.

The Treasurer will be responsible for ensuring that all these are carried out by the appropriate time frame.

The Treasurer or Assistant Treasurer will ensure the payment of staff as per agreement and according to the appropriate Award entitlements and that all tax and superannuation deductions are made.

Staff wages are outsourced to Deputy and calculated fortnightly. The Assistant Directors update staff time sheets daily. Final approval for hours worked is by the Centre Director and submitted to Deputy for processing. The final wage transfer is reviewed and conducted by the CFO.

Any wage errors are corrected in the next pay period if possible. If the employee cannot wait until the next pay period the CFO/Director will make a manual payment after notification is made to the CFO. The adjustment will be recorded and presented to the Treasurer.

The Director or Assistant Directors will be responsible for the day-to-day financial management of HOOSH such as fees, allocation of petty cash and payments of excursion bookings and purchases not on account. The management team will forward all bills on accounts to the bookkeeper and pass on any receipts.

The Director can authorise the purchase of items under the value of \$1000.00 but must notify the finance team for accounting and tax purposes and the OOSH Management Committee.

The Director is required to seek approval from the OOSH Management Committee and notify the finance team for accounting and tax purposes for any individual item purchased over \$1000.00. If aligned the OOSH Management Committee will inform the P&C.

The HOOSH Management Committee is required to seek approval from the P&C for capital expenditure over **\$20,000.00** per project.

The Treasurer is responsible to ensure the audit takes place. The CFO is responsible to ensure all financial reports and documentation is accessible and up to date for the audit process. The Treasurer, CFO and Centre Director should be available to answer any questions or assist if needed.

The Treasurer is responsible for ensuring that the financial report is submitted to any funding bodies within the time frame outlined in funding agreements.

The Audited summary will be presented by the Treasurer to the Centre Director for discussion and then presented at the next Management Committee. The statement will also be shown at the P&C AGM.

Any large future expenditure plans will be noted together with the reports - so that any current surplus funds are seen in context.

All financial records will be kept for a period of seven years and will be made available for inspection by the relevant Government Department Officers.

1.17 INTERNET BANKING/CASH HANDLING/PETTY CASH

POLICY

We aim for cash, internet banking and petty cash to be only handled by paid staff in senior positions, the CFO, Bookkeeper and the Management Committee Treasurer. All cash handling, petty cash and internet banking are reported to the Management Committee Treasurer.

PROCEDURE

HOOSH has a direct debit payment system. All families are requested to pay fees via direct debit. For fee payments please see policy 1.6. We do not accept cash or Eftpos payments.

Internet Banking

The use of internet banking for internal transfers, parent refunds, direct debits, BPay, Pay Anyone, payroll, Government benefit reconciliation etc are conducted by the HOOSH Bookkeeper/CFO and Co Authorised by a Sub Committee Management Committee Chair holder or P&C Chair holder. All monies received and spent will be reconciled by the CFO/HOOSH Bookkeeper weekly.

Cash Handling

Fundraisers are conducted to support charities and to raise money for HOOSH. All monies collected for fundraising is handled by the Senior HOOSH staff and supervised by the Centre Director. Fundraiser cash is stored in the locked filing cabinet, then counted and reconciled in the presence of two senior staff. These funds are banked as collected to reduce large amounts of cash on the premises. Within five working days of the completion of the event all funds are banked and a written fundraiser summary is submitted to the Centre Treasurer.

Account signatories

All account signatories authorised by the HOOSH Management Committee have the authority to sign cheques for purchases and payments and co-authorise internet banking for the operation of HOOSH, to remove and approve signatories and approving term deposit roll over. All action regarding term deposits needs to be reported and minuted to the HOOSH Management Committee. The main OOSH account is a dual signatory account.

Petty Cash

Petty cash will be used for the day to day needs of the Centre. Senior staff with a card issued in their name have authority to purchase items needed for the program. All receipts for purchases will be signed by the Director and forwarded to the HOOSH Bookkeeper. The debit cards are linked to our petty cash card account only and each staff member has their individual card. Any items not part of a routine purchase will be authorised by the Director prior to purchasing. Replenishment of the Petty Cash account is undertaken by

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the CFO as needed to maintain an appropriate working balance. Transfers to the Petty Cash account should not be approved by cardholders.

Centre Debit Cards

These policies are intended to provide clear guidance for the issue and utilisation of Financial Transaction Cards (Cards). This is to ensure that card expenditure is conducted and accounted for in accordance with legal and stakeholder expectations. Provision of clear guidance on use of cards is a protection for staff with corporate cards to ensure they understand their responsibilities and obligations.

Card Issue

Issue of cards to an individual will require approval of the Management Committee and, where required under P&C bylaws, Harbord P&C. Only persons holding senior management roles (e.g. Director level) or experienced persons with a specific purchasing function may be considered for issue of a Financial Transaction Card. Regardless of role or title, cards will only be issued to an individual where it is necessary for conduct of their role.

Each Card is issued to a specific person who is personally responsible for the card and its use. Only the authorised cardholder may use the card. Cardholders must agree to abide by the policies herein will sign a declaration to this effect.

A list of cardholders and details of temporary cards will be provided to the Management Committee at the March meeting each year and any other time requested by a Management Committee member.

Cardholder Responsibilities

Usage category: Cards are only to be used for purchases relating to the needs of HOOSH and in accordance with the Card Expenditure guidelines below. Any exceptions must be approved prior to purchase by the Centre Director (or HOOSH Chairperson in case of Centre Director purchase).

Expenditure Validation and Documentation - The cardholder shall obtain and retain sufficient supporting documentation to validate all expenditure. Original receipts should also be retained where a scanned version is provided in case of technical issue. A statutory declaration is required where this supporting documentation is not available. The cardholder shall verify that the goods and services listed were received and review monthly statements for inaccuracies. Cardholders will assist the P&C CFO with the allocation of expenditure to correct ledger accounts. Cardholders will sign monthly statements to attest accuracy and that transactions have been made for official purposes.

Safe custody – The cardholder shall take adequate measures to ensure the security of the card. The card must not be given to another person or any associated PIN shared. The cardholder shall notify the bank, Centre Director, HOOSH Chairperson and P&C Chairperson within 24 hours if a card is lost or stolen and/or if any unauthorised activity is suspected. Cardholder to promptly make arrangements to block or cancel the affected card. Cards may not be loaded onto personal mobile devices.

Card Return – The cardholder must return the card if they leave HOOSH, the card is cancelled by the bank or if requested to do so by HOOSH (e.g. no longer required for role, misuse or repeat missing documentation).

Personal Liability – A cardholder is personally liable for unauthorised transactions unless the card is lost, stolen or subject to fraud of a 3rd party. Unauthorised expenditure will be recovered from the Cardholder.

Card Expenditure

The card will only be used for those activities that are a direct consequence of the cardholders' function within the organisation. If a cardholder is in doubt on whether an item is function related, prior authorisation should be obtained from the Centre Director (or, in the case of the Centre Director's own card, the HOOSH Chairperson).

Purchase of goods and services using a Financial Transactions Card is reserved for those items that cannot be procured using corporate account or invoice-based payment methods within the required timeframe.

These may include travel, accommodation and training for business related purposes, purchase of equipment and consumables, subscriptions, excursion bookings and items only or best procured via internet purchase.

The following expense guidance is provided regarding expectations for use of the card.

- Cash advances may NOT be obtained through the card.
- All expenditure is to be for HOOSH role related business expenses, items of personal expenditure may not be incurred.
- Meal costs when travelling for business purposes up to \$40 per head per meal. Minibar, spa or recreational activities incurred whilst on business related travel are personal expenses.
- Gifts – purchase of gifts for staff is considered a personal expense. Centre Director has discretion to approve purchase of a modest gift on behalf of HOOSH in limited circumstances of bereavement, serious hospitalisation, birth, marriage or leaving. This should not exceed \$150 in value without prior agreement with the HOOSH Chairperson and is subject to annual budget limits.

Gift cards or rewards provided to staff in accordance with an approved and budgeted staff incentive program are considered business related expenses and may be acquired by Directing staff using a corporate card.

- Food and Beverages – Where staff members meet at a café or bar, drinks or meals consumed are considered a personal expense irrespective of whether the purpose of the gathering is work related. The following exceptions are noted, each subject to approved annual budget limits and Centre Director approval:
 - Catering associated with professional development activities.
 - Periodic staff events organised by HOOSH (e.g end of year event, Educator's Day).
 - Team meetings held off site approximately once per term or at the Centre Directors discretion (with supporting evidence and explanation).
 - Explanation of event and attendee names should be supplied along with receipt information for correct accounting and FBT treatment.
- A staff member may not claim a double allowance (i.e. request reimbursement for an expense already paid by the card).

If, by exception, a personal expense is incurred on a card, the expenditure should be reimbursed the following business day or as soon as possible after the expense has been incurred. Such use may be referred to the Centre Director, Staff Liaison Officer and HOOSH Chairperson under Misconduct policies below.

Misconduct

Breach of the Financial Transaction Card policy will be escalated to Centre Director, Staff Liaison Officer and HOOSH Chairperson to determine appropriate remedial action and any disciplinary process. Consequences of serious breach of policy may include dismissal and reporting to Police, in accordance with sub section 4.8. All breaches will be notified to the Management Committee by the Centre Director.

Expense Reimbursements

From time to time a staff member may use personal funds to procure goods or services for HOOSH purposes. This should be avoided wherever possible and such expenditure should always be pre-authorised by the Centre Director or Acting Director. Reimbursement of such expenditure will be made upon presentation of following to Bookkeeper or P&C CFO:

- Evidence of approval of reimbursement from line manager – Assistant Director or above, and in case of Centre Director, HOOSH Chairperson or Treasurer. This approval is to verify receipt of goods or services by HOOSH, check consistent with pre-approval and review purchase documentation.
- Supporting documentation including itemised GST receipts, manager approval and any other items required by P&C CFO.

1.18 CONFIDENTIALITY

Mandatory Policy Regulation 168

POLICY

It is the aim of the Centre to respect the confidentiality of all clients and staff. Privacy is valued and procedures are in place to ensure that all personal details are disclosed only for the relevance of attending the Centre. All personal information on display has been authorised by the individual.

PROCEDURE

Staff and Management Committee members are not to discuss any personal or financial matters relating to HOOSH families or staff outside of the service, except where required by law or for reporting to P&C Executives.

The Management Committee will decide what topics are considered 'highly personal' and details of these will be stored in the Secretary's files or located at the Centre. The minutes will record a brief description and where to locate further information if required. To obtain further information permission must be granted by a vote of the Management Committee.

Staff are not to discuss any incidents or accidents involving HOOSH staff, children or families outside of the service, except where required by law or for reporting to P&C Executives.

For the purpose of operating and providing quality care staff and Management Committee members will have access to personal child and family details. These details are only to be used and discussed for situations relevant to and for the purpose of attending HOOSH.

Staff, families and children are not to post information or photos containing names of anyone in relation to HOOSH on personal web pages or social media. Any negative reference to HOOSH or HOOSH staff, Management Committee members or clients, will be considered a breach of conduct and handled in accordance with the grievance policy.

All staff and Management Committee members are made aware of the Confidentiality Policy before accepting a position.

The online Centre enrolment form has authority to allow the display of photos, asthma and allergy charts at the Centre and display personal information regarding parenting orders in the Centre office.

Kinderloop, our online observation tool, has security measures for the safety of the children and staff.

Inter-agency sharing of information regarding the safety of any child is permitted according to the Children and Young Persons Act (Care and Protection) 1998.

All confidential records are disposed of by shredding after the specified time as stated by the Regulatory Authority, Office of Fair Trading, Work Cover and the Australian Taxation Department.

1.19 ACCEPTING AND REFUSING AUTHORISATIONS

POLICY

The Centre has the right to refuse or accept requests for authorisations from the parent in line with the Centre's Policy and current legislation. We respect the decisions of all parents to accept or refuse all authorisation requests by the Centre in regards to their child. We will maintain a register of the authorisation refusals to ensure parents requests are adhered to.

PROCEDURE

All parents are made aware of the Authorisation disclosure at the bottom of the online enrolment form and given an individual HOOSH Authorisation form if requested. HOOSH requests authorisation and acknowledgement for the following:

- permission for any parenting orders and photos of prohibited persons to be displayed in the HOOSH office
- permission for their child's Anaphylaxis medical management plan and photograph to be displayed at the Centre
- permission for HOOSH to call an ambulance for their child in an emergency
- consent for the HOOSH staff to seek medical, dental, hospital and ambulance services if the parent or the emergency contacts are not contactable
- permission for HOOSH staff to take and display photographs of my child at the Centre
- permission for my child's photograph to be used on HOOSH related websites. Children's surnames will not be mentioned. This would be for the purpose of inclusion and promoting HOOSH
- aware that there will be appropriate PG movies played at the Centre. There will be a list provided of PG movies at the Centre.
- have read and understand the Parent Handbook. I am aware the HOOSH Policy and Procedure document is available anytime for me to read. I understand all documentation is available at the Centre, on the HOOSH website or on the Harbord Public School website.

All authorisations are recorded in Xpor.

All 'refusal' of authorisations are kept in a register at the Centre. Staff are to consult the authorisations to clarify what applies before placing any child in a situation that may need an authorisation.

Individual written authorisation is needed:

- if a child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than HOOSH
- if children are leaving the service under extenuating circumstances approved by the nominated supervisor
- to attend an excursion
- to be collected by someone other than the persons listed on the registration form.

Individual written authorisations are accepted by email or personal note. In certain circumstances, SMS authorisation may be accepted at the discretion of the Responsible Person on duty. In these instances staff will record the authorisation details in the child's personal file then seek written verification as a follow up.

A supervisor may disregard the authorisation refusal by a parent if a child's well being is affected, it is considered unsafe or is in a life threatening situation. Parents seeking authorisation for their child for any matter whilst in the care of HOOSH may be refused if not cohesive with Centre policies, the service philosophy or current legislation.

SECTION 2-FACILITIES

2.1 PERSONAL POSSESSIONS

POLICY

We aim to ensure items brought into HOOSH are safe and appropriate. The security of the HOOSH school building and contents including staff, children and their belongings are maintained by following specific access, entry and lock up procedures.

PROCEDURE

Children are not permitted to bring chewing gum, toy weapons or valuable technological items to play with such as mobile phones, smart watches, ipads and game consoles. These are to be turned off and left in the child's bag if they are brought to HOOSH, this is adhering to the Harbord Public School policy.

Parents should clearly label articles of clothing and other personal possessions.

Children are permitted to bring inexpensive toys etc from home such as marbles, trading cards, skipping ropes but they are the responsibility of the child.

Musical instruments and overnight bags can be left at the Centre in the area provided, however, the rooms are not under constant supervision so HOOSH will not accept responsibility for any lost or stolen items.

The HOOSH office is not a storage space for children or parent personal belongings.

During operating hours large items may need to be kept on the veranda or outside the HOOSH room.

Staff cannot assume any responsibility for children's clothing or other personal possessions.

A lost property box is kept on the premises. The lost property box is cleared fortnightly and all items taken to the school's lost property.

The Centre is locked up and cross checked by two paid members of staff every evening. An alarm is activated prior to leaving the main HOOSH room.

Staff are responsible for your child, not their belongings.

Staff are to place all personal belongings in the allocated area before the start of each shift.

Staff and volunteer mobile phones are to be stored in the allocated area unless a specific arrangement has been made with the Centre Director prior to the start of the shift. When a staff member is additional to the basic ratio an arrangement must be made with the Centre Director to access their mobile phone.

2.2 BUILDING ACCESS/SECURITY

POLICY

We will ensure the proper security of the building, its contents and staff by ensuring measures are in place regarding entry and access to the building.

PROCEDURE

Only approved staff and Management Committee members will be given keys to access the building and equipment areas.

A key register will be maintained that indicates who has what keys. The register will be updated at the start of every new year and signed by all key holders.

The return of keys upon the directors request is noted.

Extra keys will only be cut after authorisation by the Harbord Public School Principal.

A locked box/ filing cabinet will be used to keep all monies and important documents. Access will only be permitted by approved staff and management.

Staff will ensure that the building is left in a secure manner where possible.

Where not possible, an attempt to contact the School Principal, Deputy Principal, the Management Committee or Education Security will be made.

Staff must ensure that all windows, cupboards, cabinets and other relevant areas are locked. All heating and lighting is off and where applicable the alarm is activated before securing all doors.

Staff will inform the School Principal, Police and the Management Committee as soon as possible if there has been a break in to HOOSH of any kind. Notification to the Department of Education will be made within 48 hours of the incident.

2.3 INDOOR ENVIRONMENT

POLICY

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

PROCEDURE

HOOSH is a 'no smoking' area at all times.

HOOSH is a 'no illegal drug' area at all times.

During operating hours HOOSH is a 'no alcohol' area.

HOOSH staff are required to maintain a safe, healthy and clean environment for the children, which includes wiping table tops, sweeping the floors, vacuuming daily and regular 'spring cleaning'.

HOOSH will ensure the indoor area has heating in winter and ventilation in summer.

HOOSH will only accept enrolments for the number of children in which to meet all possible space requirements from current legislation.

Where children are indoors for long periods of time, additional indoor space is sought such as the school hall, another classroom, COLAS and verandas.

Separate areas in the indoor environment will be provided. They are:

- A parent sign in/out area
- Staff administration area/office
- Areas that allow staff and parents to talk
- Bag and belonging storage for children and staff
- Kitchen /Food preparation area
- A cleaning area for craft and other equipment
- Toilets and hand washing facilities
- Areas for creative play, construction, puzzles and board game activities
- Areas for large and small group activities
- An area to display children's art work
- Desks for computer use
- Quiet areas for children to retreat to do homework or lie down if unwell.

The indoor area is set up to allow the children to participate and access a variety of activities and equipment.

To facilitate the safe usage of both indoor and outdoor areas the following procedures are to be followed:

- Access areas and walkways will be clearly defined
- All items obstructing areas will be removed and stored appropriately
- Access to families with disabilities will be provided when necessary

- Areas are set up to ensure proper supervision at all times.

2.4 OUTDOOR ENVIRONMENT

POLICY

We aim to provide an outdoor program where the children have an opportunity to play and be connected to the natural environment. The outdoor environment will be a safe play space where children will have access to a variety of stimulating and challenging activities in which they are encouraged to participate.

PROCEDURE

HOOSH is a 'no smoking' area at all times.

HOOSH is a 'no illegal drug' area at all times.

During operating hours HOOSH is a 'no alcohol' area.

The outdoor environment should be easily accessible for staff and children.

The outdoor space will be inspected daily for any obstacles or dangerous items.

All items deemed dangerous will be disposed of before the children use the area.

A variety of outdoor activities will be offered daily to encourage participation.

Areas will be made available to enable children to engage in large group, small group or individual activities.

Children will be properly supervised. All play areas must be clearly visible and child/staff ratios maintained.

When it is necessary for a child to go outside the HOOSH boundaries a staff member must be made aware and supervise the child at all times.

During peak UV times as stated by the Cancer Council, adequate shade via trees and coverings will be maintained and utilized when running activities.

Adequate lighting will be provided in all HOOSH areas, including an access path to and from the Centre and toilet block.

Use of other outdoor areas will be considered to add variety but staff will always ensure the children's safety, supervision and ratios are not compromised.

Misuse of any equipment in a damaging or unsafe manner will be discouraged by staff.

Safety equipment is provided for outdoor activities such as helmets and pads for wheels.

Access for children with disabilities will be available when necessary.

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2.5 BUILDING EQUIPMENT REPAIRS AND MAINTENANCE

POLICY

We aim to provide a safe and secure environment by paying immediate attention to the repair and maintenance of the building and equipment.

PROCEDURE

Equipment will be chosen to meet the children's developmental needs and interests.

Buildings and all equipment will be maintained in a safe, clean condition and in good repair.

There must be no damaged plugs, sockets, power cords or extension cords.

All plug sockets need to be maintained as child safe.

Electrical appliances shall be in good working order and equipment tested and tagged according to Australian safety standards and AS3000 Wiring Rules. Smoke alarms are checked annually.

Electrical circuit breakers will be installed and maintained.

Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs.

The Director will develop a list of approved insured qualified tradespersons and have it displayed in the Centre office and listed in Appendix 1. The persons on the list will have previously provided competitive quotes and are employed based on convenience, cost efficiency and are a local community business. This list will be approved by the Management Committee bi-annually with the review of the Policy Document.

In an emergency situation, the Director has the authority to use the services of a tradesperson not on the list, however, the Management Committee must be notified.

Smoke detectors are maintained quarterly and/or when the batteries need replacing.

HOOSH and equipment will be regularly checked to ensure safety.

Equipment will be regularly washed and cleaned.

Recycled craft materials will be checked for anything hazardous.

Staff should ensure the safe handling of all sharp tools if used as part of any activity.

Parents, staff and children are encouraged to notify the Director or the Assistant Directors of any problems they observe.

Anything that requires maintenance is reported to the Director / Assistant Directors or WHS Officer and recorded in the staff maintenance/WH&S book.

Faulty equipment will be removed or protection placed around the area.

A maintenance log book will be kept that records any maintenance jobs, who reported the problem, action to be taken, date completed and by whom.

For urgent and essential repairs the Director will employ the services of a tradesperson or repair person from the already established list where possible. If this is not possible the Director has discretion to use another tradesperson, taking into account timing, cost and other relevant factors.

For non-urgent repairs HOOSH will opt for the most secure and cost effective repair method and quotes will be sought.

A maintenance review will be included in the Directors report at the weekly staff meeting and the Management Committee meeting.

It is the Management Committee's responsibility to ensure problems are rectified efficiently and HOOSH is safe for staff and clients.

Should HOOSH be considered unsafe or a health risk then clientele and staff will be notified of closure until the problem has been rectified.

2.6 STORAGE

POLICY

HOOSH will provide safe and secure storage for all indoor and outdoor equipment, ensuring relevant equipment is maintained in good working condition whilst accessible to the children. Dangerous objects and all confidential documentation/records should remain inaccessible to children and those without authorised access.

PROCEDURE

A storage system should be devised that is uncluttered and allows for easy safe access to all equipment.

Storage areas will be sorted and cleaned at least twice per year or when deemed necessary.

Play equipment and toys shall be readily available to all children.

Children are reminded frequently to show respect for equipment and pack away any equipment they have played with.

Children are free to seek staff assistance to change toys at any time.

Staff are to remind children regularly to ask for a change of toys and actively encourage this practice.

All toys are to be checked for damage to ensure safety before returning them to the cupboard and the cupboard should be left tidy at the end of each day.

Craft equipment should be stored separately and children are required to have staff permission to enter craft storage areas.

Drawing paper and utensils should be made readily available to all children.

All used craft equipment is to be properly washed before storing away.

Staff are responsible to ensure all items such as cleaning products, tools, poisonous, flammable or dangerous substances are locked in a secure area which is inaccessible to children.

Areas will be provided with lidded containers for food and utensil storage that are cleaned when needed.

Staff and management will ensure all confidential records are stored securely providing access to only those persons with authorisation. All records are kept in a locked filing cabinet, locked office or storage room with only authorised person access, confidential computer database with password access and no information is provided to anyone without prior consent.

2.7 HEATING, VENTILATION AND LIGHTING

POLICY

We aim to provide a quality environment by ensuring adequate provision and maintenance of heating, ventilation and lighting in HOOSH.

PROCEDURE

All heating and cooling systems will be of good repair and checked regularly to ensure effectiveness, safety and reliability.

All repairs and safety checks will be conducted as per the HOOSH maintenance policy.

Safety precautions will be taken with all heating and cooling systems and power cords.

Should staff, children or parents complain about the room temperature at HOOSH this will be taken to the Management Committee for consultation and possible action.

Adequate ventilation will be provided at all times and windows maintained to ensure easy opening.

Every effort will be made to ensure temperatures inside the rooms are maintained for the wellbeing of the children and staff.

Where activities involve toxic or potentially toxic materials such as spray paint, staff must ensure these activities are conducted outside or in well ventilated areas.

Windows are opened during the operating hours of HOOSH unless prevented by extreme weather conditions.

All activities will be performed under appropriate lighting conditions with natural light as the preference and task lighting when required.

Outdoor lighting will be suitable so that parents, staff and children can enter and exit the building via at least one access area safely.

SECTION 3-HEALTH AND SAFETY

CHILD PROTECTION

POLICY

The welfare of each child is the first priority of each staff member at HOOSH. HOOSH will carry out responsibilities of mandatory reporting as indicated by Community Services (CS) and the Commission for Children and Young People.

A mandatory reporter is someone who is required by law to make a report to Community Services if they have current concerns about the safety, welfare or well-being of a child. A child is a person under the age of 16 years. There are penalties for failing to report.

In HOOSH services, mandatory reporters are:

- Staff who deliver services to children
- Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

PROCEDURE

HOOSH will encourage staff to undergo training and notification as part of the training budget. All Certified Supervisors are trained in Child Protection.

Any staff member who forms a belief on reasonable grounds that a child is at risk of significant harm should:

- Record their concerns in writing in the HOOSH child protection incident book (staff are notified of the locality of the book)
- Inform the Director or Assistant Directors so that he/she can assess the situation and determine if there is a concern for the child's safety, welfare or well-being.

The Director or Assistant Director will go to or direct the staff member to go to the Community Services website www.community.nsw.gov.au to assess their concerns on the mandatory reporter 'decision tree'.

Staff will follow any further directive given as a result of the 'decision tree' from CS. All correspondence and/or directions will be recorded in the child protection incident book.

Staff should remember that it is not their responsibility to prove abuse or neglect has or is taking place but only to have reasonable suspicion that abuse or neglect has occurred. As per inter agency guidelines, staff can seek information from other professionals involved with the child's well-being. For example, information regarding any concerning behaviour can be sought from the Class Teacher, School Principal or previous child care facility.

If a child is behaving in a manner that is inappropriate eg: being withdrawn, excessive promiscuous play or excessive interest in sexual topics, violent and aggressive to others, anxious or nervous around adults. The Director/Assistant Director may have individual quiet discussions with the child and the parent expressing their concerns and enquiring about the child's overall wellbeing.

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If staff have concern for a child's safety or wellbeing, both biological parents will be informed as long as:

- There are no court orders preventing access
- Doing so will not have a negative effect on the child's ongoing safety and wellbeing
- Community Services haven't advised against it

If more than one of the behaviours mentioned above were present or if concerns for the child escalate, the 'decision tree' would be consulted prior to parent discussions.

Should the child disclose any information regarding an abuse situation or immediate danger the mandatory reporting guideline 'decision tree' will be consulted immediately. The directive from CS will be followed before contacting the parent. In all situations staff are to follow the advice of Departmental Officers and ensure that confidentiality is adhered to at all times. Staff should be aware that they are protected as a notifier under the Children and Young Persons (care and protection) Act 1998.

For members of the general public to report child abuse and neglect please call 132111

WHERE A COMPLAINT OR CONCERN IS MADE ABOUT A STAFF MEMBER, PARENT, VISITOR OR VOLUNTEER AT HOOSH

The Centre Director and Assistant Directors will meet to assess whether the allegation is founded. The following steps will take place if further investigation is required:

- The matter will be treated with strict confidentiality.
- When the allegation is made the facts as stated will be recorded in writing including dates, times, names of persons involved, name of person making the report. This report should be kept on record and treated with the strictest confidence.
- The Director will investigate the report and interview staff and children in relation to the allegation.
- The Director will then present the allegation and the findings to the Management Committee and a course of action will be determined.
- If the allegations are unfounded the staff member in question will be made aware of the allegation and advised to not place themselves in such situations.

If the Director or person in charge is suspected then the Chairperson of the Management Committee or Staff Liaison Officer should be notified.

With respect to confidentiality the Chairperson is to investigate the report and discuss the findings with the other Management Committee chairholders and a course of action determined as per all HOOSH staff.

Where the allegations are supported by the investigation the Director and Management Committee are to contact CS and follow the advice of the Departmental Officers.

For the protection of both the children and staff member involved, the staff member should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is followed up or resolved.

Support will be given to both the people making allegations and the persons being suspected in the form of counselling or referral given to an appropriate agency

If the allegations are against a visitor or parent then such persons will be asked to not attend HOOSH until all allegations have been investigated. Then the appropriate course of action will be followed. Police will be contacted if laws have been broken.

CHILD SAFE-CHILD FRIENDLY ENVIRONMENT

All staff and Management Committee chairholders will have a NSW Working With Children Check.

Appropriate use of affection to the children – all staff are to use affection only when needed by the *child*.

Cuddling, having children sit on laps and other close contact for long periods of time are not recommended by HOOSH. Younger children need this physical care given occasionally, however, it is not appropriate for a child in Club BK.

Kindness, warmth, positive interactions and a caring attitude is expected from all staff.

All children will be protected from verbal, physical and emotional abuse whilst in the care of HOOSH. Such abuse will not be tolerated from children, visitors, parents, employees and volunteers.

Playing games with carers is important for the child's development. Children can enjoy rough and tumble play, however, staff should only participate when initiated by the child and need to be aware when a child is no longer enjoying this type of play and stop immediately.

Toileting – staff can enter the toilets/cubicle only after other staff have been notified over the walky-talky communication system. All toileting incidents need to be documented if the staff member was alone in the cubicle with the child/ren. Where possible male staff should enter boys toilets and female staff should enter girls toilets. Staff/adults are to only use the staff toilet.

The Centre will not operate without a minimum of two staff.

CONSIDERATIONS, WEBSITES AND RESOURCES

NSW Children and Young Person's (Care and Protection) Act 1998

Commission for Children and Young People Act 1998

Child Protection (Prohibited Employment) Act 1998

Ombudsman Act 1974 (with relevant Child Protection Amendments)

NSW Department of Community Services Mandatory Reporting Guidelines

NSW Child Protection Interagency Guidelines (2006)

Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13

Keep Them Safe – Information session/ overview participants manual 2009/ 2010

Keep Them Safe www.keepthemsafe.nsw.gov.au

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

Ombudsman www.nswombudsman.nsw.gov.au

Community Services www.community.nsw.gov.au

NSW Commission for Children and Young People www.kids.nsw.gov.au

Child Protection Helpline 13 36 27

Harbord OOSH Policy Document

3.2 BEHAVIOUR GUIDANCE

POLICY

An appropriate level of behaviour is expected from all children attending the Centre. To assist HOOSH in providing quality care and to ensure the safety and well-being for all children and staff we encourage and reward co-operation and positive interactions amongst all persons.

PROCEDURE

Our core values at HOOSH are:

- Be Caring
- Be Respectful
- Be Honest
- Be Responsible

These Core Values are explained and discussed regularly with the groups and acknowledgment awarded. The core values will be expressed in a positive way and be consistently reinforced. Staff, parents and children will be made aware of the Centre's core values and it will be displayed at HOOSH. An explanation of the consequences for breaking the Centre's Core Values will be provided to the children. Consequences for breaking Core Values are such things as written reflection, Centre service duty, redirection of play, refusal for the child to participate in certain activities and removal from the group.

Our behaviour guidance techniques are displayed in the parent handbook and in the HOOSH rooms.

All consequences shall be relevant to the individual behaviour and not demeaning to the child. Staff manage and deal with situations as soon as they occur. Under no circumstance should a behaviour guidance situation be dealt with by a visitor, volunteer or parent.

No child is subject to or threatened with corporal punishment. Nor is the withdrawal of food or other basic needs used as a means of punishment.

An incident book is kept of all notable incidents occurring at HOOSH eg swearing, aggressive or violent behaviour.

HOOSH does not allow attendance of anyone who is:

- Physically or verbally abusive
- Persistently disruptive or destructive
- Frequently leaving HOOSH boundaries (more than three episodes in a term results in non-attendance).

All children with challenging behaviours are discussed at weekly staff meetings where behaviour guidance techniques are decided and behaviour plans drawn if necessary. All significant behavioural issues are discussed with the parent by a permanent staff member and presented with a behaviour guidance plan. If there is a continued problem with a child's behaviour (more than three recorded incidents within a term), the Director may refer the matter to the Management Committee, which will decide if a place can continue to be offered to that child.

All children placed on behaviour guidance plans will be assessed by the Centre Director and Assistant Directors for their suitability to attend excursion venues. Parents will be notified by the group supervisor of any bookings accepted or declined.

Acceptable alternatives such as redirection, positive reinforcement, written reflection and 'time away from the group' are practised by HOOSH staff.

LEAVING BOUNDARIES

In the event of a young child leaving the grounds due to lack of understanding for Centre procedures the child will be placed under short term 'tagging supervision' and their school bag kept in a separate location under the care of staff.

If the child continues to be in out of bounds areas or tries to repeatedly leave the grounds the Director will discuss the matter with the Management Committee and alternative child care may be suggested (such as a nanny situation).

Tagging Supervision is when staff use the walkie talkies to monitor the child leaving and arriving in play areas.

In the event of a child running away from staff to an unsupervised area or leaving HOOSH the procedure is as follows:

- Try to calm the child and convince them to return to the group
- Notify HOOSH Director/Assistant Director
- Let the child know if they do not return immediately their parent/guardian will be notified
- If the child/staff ratios are not covered please ask another staff member (Director/Assistant Director) to call the parent and inform them their child is not receiving adequate supervision and should be collected as soon as possible.
- If the child/staff ratios are covered keep the child within eyesight and notify parents
- If you cannot leave the large group and the child leaves the grounds notify parents immediately and suggest you call the Police to locate the child and act upon the parent's request
- If you cannot leave the group, the parent or other emergency numbers cannot be contacted and the child has left the grounds, contact the Police immediately.

ALL STAFF HAVE A RESPONSIBILITY TO ABIDE BY THE DUTY OF CARE

3.3 HYGIENE

POLICY

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff and parents. All people in HOOSH will follow preventative measures in infection control. Staff will make sure they maintain and model appropriate hygiene practices.

PROCEDURE

All staff toilets will have basins with hot and cold running water, soap and paper towel for drying. All children's toilets will have basins with running water and soap. The toilets are available for the children at any time with access to towel or hand dryers.

Soap and paper towel or hand dryers will also be available in the kitchen. Staff should maintain and model appropriate hygiene behaviour and encourage the children to adopt hygiene practices. Education in proper practices will be conducted on a regular basis, either individually or as a group. Health and hygiene practices can be highlighted to parents through information sheets and posters.

All staff must wear gloves when dealing with any bodily fluids, cleaning contaminated clothing or areas. Staff must wash hands thoroughly with soap and water after gloves have been removed if this is not possible use instant hand sanitizer.

Staff should wash their hands regularly especially on arrival and before departure, before serving food, after toileting and after contact with any bodily fluid with warm soapy water or use instant hand sanitizer.

The centre will maintain Covid-19 safe practices that will adhere to the recommendations from NSW Health and the Department of Education.

Staff should cover all open wounds and wear gloves in the case of skin disease such as dermatitis and impetigo.

All first aid rubbish and/or tissues used should be disposed of safely in the bodily fluids bin in the HOOSH room.

At no time will the health or safety of HOOSH users be compromised.

HOOSH staff are responsible for the removal of food scraps daily. Other rubbish is to be removed regularly by HOOSH staff.

As the room contains craft supplies, any dangerous or potentially harmful items are stored in locked cupboards. The use of such items is closely supervised. Children must not light or be in possession of matches, lighters or any incendiary device.

All surfaces will be cleaned with disinfectant at the end of every day and at the end of messy activities. All contaminated surfaces will be disinfected. All toys, towels, cushion covers, lounge covers and dress ups will be washed quarterly and documented. (Nic)

Harbord OOSH Policy Document

Children should not share hats and will be advised of this.

Each child should use a pop top style drink bottle at the water cooler or use the cups provided.

Children will have clean utensils at meal times.

Children are to wash their hands before meal/snack times.

All dishes are washed in the dishwasher/ hot soapy water and wiped dry with a clean tea towel. Tea towels are to be used once only then machine washed. Colour coded sponges are used for cleaning dishes, wiping tables and cleaning food preparation areas. These are displayed in the kitchen area.

All rubbish and leftover food is to be disposed of immediately. All bins are emptied and replaced with clean bin liners daily and cleaned when needed with disinfectant.

Children will be reminded to not share eating or drinking utensils or eat food that has been dropped on the ground.

Children are encouraged to use tissues and cover their mouths with their elbow when sneezing or coughing.

3.4 PEST CONTROL

POLICY

We aim to provide a clean and safe environment by ensuring that every effort is made to maintain a vermin free centre. We will endeavour to do this with the minimal use of chemicals.

PROCEDURE

Equipment and food will be properly stored so as not to attract pests and vermin. Bins will be emptied and replaced with new liners daily and cleaned when necessary. Kitchen and food preparation areas will be cleaned daily after use. Regular checks for pests and vermin will be conducted.

Should any pests or vermin be identified then the following action will take place:

- The Director will employ the services of a pest control company
- Non-chemical method of physical removal, cleaning area and using any non-chemical products
- Low irritant environmentally friendly sprays to be used with adequate ventilation and preferably when no children are present
- All parents will be notified of all chemicals used other than low irritant or household sprays
- Any use of industrial chemicals should only be used outside of operating hours and staff and children should not re-enter the area until it is safe.
- Pest Control is completed every 6 months and documented. (nic)

3.5 ANIMALS

POLICY

We believe that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter HOOSH must be safely restrained and present no danger to children in any way. Staff will ensure that everyone in HOOSH will treat with respect and in a humane way all animals, at all times. Strict supervision will be maintained.

PROCEDURE

The decision to keep a pet or have an animal visit HOOSH will be made by the Director, based on an observed need or value to the children.

Parents will be given prior notice. The approval of the School Principal will be sought if there is a risk of harm.

Any animal will only be considered with the clear understanding of them being safe and suitable with children, and an assurance that the animal will be properly cared for.

Checks need to be made regarding individual children's allergies before considering an animal at HOOSH.

All hygiene procedures will be followed regarding cleaning and disposal of waste.

All animals will be located away from any food or food preparation areas.

Everyone in HOOSH must treat all animals in a humane way at all times.

Appropriate arrangements shall be made to ensure the animal is appropriately cared for over weekend and holiday breaks.

Children will be reminded when the need arises how to properly care for and handle animals.

Children will be reminded about the hygiene practices required after handling animals and staff will ensure that this is maintained.

Animals should not be brought on the school premises without prior permission from the HOOSH Director. This includes caged and leashed animals.

Supervision is to be maintained at all times.

3.6 FOOD AND NUTRITION

POLICY

We aim to provide nutritious and varied food of high quality in HOOSH. The children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

PROCEDURE

The Centre has notified the NSW food Authority that we are a food handling business.

The Centre has notified Northern Beaches Council that we are a food service. We receive random inspections to ensure we are operating within health and hygiene guidelines.

Kitchen staff are required to wear blue Band-aids and attend a safe food handling course where appropriate.

Food and drink will be provided for breakfast and afternoon tea.

Fresh water will be available at all times for children and staff.

Food provided at HOOSH will be nutritious and varied.

The majority of food served will consist of grains, cereals, fruit, vegetables, dairy, meat, poultry and fish. Sweets and treats are available occasionally.

All food will be prepared in a hygienic manner and stored in tightly sealed containers, away from any chemicals. Colour coded chopping boards will be used for different food groups and signs noting these will be mounted on walls for identification.

Where children are involved in food preparation, this should always be supervised and hygienic conditions maintained.

Food that requires refrigeration will be stored in the refrigerator. A log will be kept of the fridge temperature as per the NSW food authority guidelines.

Parents will be reminded to ensure food for excursions are stored at the correct temperatures using ice packs in lunch boxes.

On inCentre days during vacation care and pupil free days children will be allowed to use the HOOSH fridge for food storage.

Snack times are seen as a social event where children and staff can relax and talk about their day and experience a variety of foods.

Staff will demonstrate good healthy and hygienic eating habits while eating with the children.

Harbord OOSH Policy Document

Children are encouraged to be seated while eating.

Children and parents are encouraged to contribute to menu ideas through our suggestion boards and email.

Parents will be encouraged to share family and multicultural values, ideas and recipes.

All family and multicultural practices will be acknowledged and addressed in the provision of food.

All children's individual needs such as allergies etc, will be addressed in the menus. Staff will keep a list of all children's allergies or food restrictions near the food preparation area and will be sent out to the serving areas to ensure all staff follow these.

We do not serve or make foods that directly contain nuts in the ingredients. We do serve foods that the packaging states wording to the effect of 'may contain traces of nuts' or 'Prepared on machinery that may contain traces of nuts'. *This precautionary disclaimer can be found on non nut related packaging, including products such as Masterfoods BBQ & Tomato Sauces and Streets Lemonade Iceblocks.*

Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents.

The denial of food at snack/meal times will never be used as punishment. Sweet treats are used as rewards for positive behaviour.

Children will be encouraged to get water themselves when required, using their own drinking containers with a 'pop top' style lid or the school bubblers.

All food utensils, appliances & containers are to be cleaned and stored appropriately.

The fridge, freezer and cupboards are cleaned out thoroughly at the end of term two and term four.

Children's cooking activities will be encouraged to develop life skills and for their enjoyment. Safe and hygienic practices will be followed. Cooking activities include vegetarian, gluten free, vegan and are a variety of sweet and savoury snacks from various cultures.

All menus are prepared based on the children's suggestions, budget, staffing, nutritional value and meeting the exceeding requirements of the National Quality Framework.

Fresh foods are purchased weekly from major supermarkets, wholesale suppliers and local suppliers where possible.

All foods currently in the cupboards or fridge are inspected for freshness and discarded if spoiled. Where possible all unused food items are consumed within the program.

3.7 HAZARDOUS MATERIALS

POLICY

We aim to provide an environment that is safe with no risk to the health and well-being of the children, staff or parents. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous and that all hazardous materials will be stored appropriately.

PROCEDURE

Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in HOOSH will not be used or undertaken while the service is in operation.

Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation, and preferably not in the presence of children.

Aerosol cans such as spray paints etc, used for specific activities will only be used outside in a well-ventilated area.

All staff will be made aware at the initial orientation in HOOSH, of any potentially dangerous products, which may pose danger to the children and where these are stored.

All potentially dangerous chemicals such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools and medications will be stored in the appropriate containers, clearly labelled and stored in the designated secured area preferably under lock and key, which is inaccessible to the children.

Staff are responsible to ensure that these areas remain secure and do not inadvertently provide access to these items by the children.

Cleaning and hazardous products should not be stored where storage of these products might contaminate foodstuffs.

Staff should always read the label before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures.

Material Safety Data Sheets (MSDS) (NIC) should be kept for all hazardous liquid and material substances at HOOSH. The SDS are the responsibility of the WH&S officer and should be stored in a place accessible for all staff. Staff should be informed of the location and purpose of the SDS. SDS are updated annually and upon purchasing a new product. A WHS Hazard Register & Matrix is available for reporting in WHS Folder available to staff. (NIC) . A SDS Register is kept at the front of the SDS Folder.

3.8 EMERGENCY AND EVACUATION

POLICY

We aim to provide an environment that provides for the safety and well-being of the children, parents and staff at all times. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken.

PROCEDURES

Harbord OOSH keeps a record of all people on the premises including employees, children and volunteers.

A risk assessment will be conducted to determine potential hazards to the safety of all stakeholders.

Emergency evacuation and lockdown procedures will be clearly displayed in each room/exit used by HOOSH.

Emergency evacuation will occur in the event of fire, tsunami, flood, bomb threat or the identification of hazardous substances such as a gas leak or asbestos.

Emergency lock down will occur in the event of threats of violence.

All staff, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to HOOSH.

Emergency procedures will be practised at least once per term, in Before School, After School Care or Vacation Care.

No child or staff member is to go to their bags to collect personal items during an evacuation. This would lead to confusion and delays.

Fire extinguishers will be installed and maintained annually by a professional fire extinguisher organisation. Staff will be instructed in their operation.

Staff will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room.

HOOSH will install and maintain fire extinguishers and smoke detectors.

Exit signs are displayed on every door in all the HOOSH Rooms.

Staff should be aware of fire danger and have appropriate training on the necessary procedures.

The NSW Fire Brigade Child Safety Unit should be contacted for advice and training on fire safety.

THE EMERGENCY EVACUATION PLAN

Harbord OOSH Policy Document

The evacuation plan includes:

- Clearly identified routes of leaving the building suitable for all ages and abilities
- Fire extinguisher locations will be displayed on the evacuation plan
- A safe assembly point away from access of emergency service
- An alternative assembly area in which the Director/Assistant Director decides on in case the first one becomes unsafe
- List of items to be collected and by whom
- List of current emergency numbers
- Staff duties in the emergency.

Staff members will be nominated to:

- Make the announcement to evacuate, identifying where and how
- Collect staff roster,, iPad and a copy of the extra curricular board
- Collect emergency services numbers
- Make the phone call to 000 or other appropriate service, Management Committee Members and parents as required
- Collect the first aid kit and emergency kit
- Check the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire
- Supervise the children at the assembly area and take a roll call of children, staff and be aware of any visitors.
- Collect electronic device to access the internet

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

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

HARASSMENT AND THREATS OF VIOLENCE LOCKDOWN PLAN

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

- Calmly and politely ask them to leave HOOSH or the vicinity of the children
- Be firm and clear remembering their primary duty is to the children
- If they refuse to leave, explain that it may be necessary to call the Police to remove them
- If they refuse to leave, the Police will be called
- If the Director is unable to make the call another staff member should be ordered to do so.

If at the Centre the staff will calmly implement the Centre's lock down procedure directing children to the school hall or HOOSH rooms. All persons inside will be asked to sit on the floors away from the windows with their heads down in their laps covered by their hands.

If not at the Centre and, where possible, staff will calmly move the children away from the person. No staff member is to try to physically remove the unwelcome person, but try to remain calm and keep the person as far away as possible and wait for the Police.

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

EXTREME CONDITIONS- Warnings issued by Bureau of Meteorology and/or Emergency Services

In extreme weather conditions staff are to ensure children are inside. Staff are to plan indoor activities to keep children calm and busy. To ensure all children are protected from the weather, access to the hall is permitted regardless of school activity e.g. band.

If a storm causes unsafe conditions such as power outages and falling debris the Centre will close. Parents will be notified to collect their child immediately.

If the Harbord Public School closes HOOSH will close.

HOOSH will not reopen until after the school has reopened or after consultation with the Principal and or Deputy Principal.

The School Principal and or Deputy Principal must be notified of any planned closure of HOOSH before the parents are notified.

Notify the Regulatory Authority of any interruption to business within 24 hours.

In the case of a blackout use the Centre emergency torch (located with the Centre emergency whistle) to locate the light kit. Place lanterns in the HOOSH rooms and office and give torches to the staff.

During a blackout keep the children involved in organised games and activities.

Use the excursion mobiles for communication.

Turn on the excursion mobile hotspot and use the ipads/notebooks to access Xplor and read emails.

3.9 SUN PROTECTION

POLICY

We aim to ensure that all children attending HOOSH will be protected from harmful rays of the sun following recommendations set by the Cancer Council. All staff are expected to model appropriate sun protection behaviour and enforce the sun protection policy.

PROCEDURE

‘Minimise time spent outdoors during peak UV periods.’

From October to March, minimise outdoor activity between 10am and 4pm. Sun protection is required at all times when outside.

From April to September, outdoor activity can take place at any time during the day. Sun protection is required between 10am and 2pm (EST), except in June and July when the UV Index is mostly below 3.

In June and July, sun protection may still be needed if your service is in the far west and north of the state (where UV levels are higher) and for children who have very fair skin. When the UV Index is 3 or above, skin damage can occur so sun protection is required. For most of NSW, UV levels are 3 or above throughout the year apart from June and July’. Excerpt from Cancer Council website, www.cancercouncil.com.au.

Staff will enforce and role model correct sun safety when outdoors during peak UV times as mentioned above by:

- Wearing hats
- Applying Sunscreen
- Wearing protective clothing such as rash vests and T-shirts.

From October to March children and staff must protect themselves by wearing rash vests when swimming and wearing hats and applying sunscreen (and reapplying after 2 hours) at all times.

Children who do not apply sunscreen or have a hat during term one and four must play in a sheltered area.

Children who do not wear a rash vest will not be permitted to swim.

Staff must enforce the ‘no hat play in the shade’ rule during these terms.

Children will not share hats. They must have their own.

During term one and four sunscreen will be given to all children upon arrival at After School Care.

Children will re-apply their own sunscreen during Vacation Care and Pupil Free Days under supervision from staff.

Staff will keep a written record of sunscreen application times for each child from October to March during the hours of 10am and 4pm.

Parents are encouraged to apply sunscreen to their child/ren prior to arriving at the Centre.

A minimum of an SPF 30+ sunscreen will be made available in HOOSH for staff and children all year round.

Parents will be informed of the sun protection policy via the parent handbook on enrolling their child in HOOSH.

Where children have allergies or sensitivity to the sunscreen parents will be asked to provide an alternative sunscreen.

The sun protection message should be reinforced throughout the program.

Outdoor activities will be held in shaded areas whenever possible.

Where shade is considered inadequate, management should be approached to provide additional shade cover.

HOOSH will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic.

Sun protection will be taken into consideration when conducting all risk assessments for outdoor activities and excursions from October to March.

All sun protection practices will be maintained while walking to and from HOOSH and on all excursions.

3.10 TRANSPORTING CHILDREN

POLICY

HOOSH aims to transport children safely. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

PROCEDURE

WALKING

When walking the children, staff:

- Ensure a first aid kit and a mobile phone is carried
- Follow the mapped out route set by the Director determined by the risk assessment
- Always ensure a paid staff member is accompanying the children to follow safe procedure
- Always make sure a staff member is at the front and the back of the group
- Never let the children run up ahead
- Ensure the children are on the footpath and not walking on the kerb or gutters
- Keep the group close together
- Wait for the whole group to be together before crossing a road
- Have the staff stand on the road to block traffic before allowing children to cross
- Have signed parental permission
- Follow HOOSH procedure in place for each walk
- Use this walk as quality interaction time with the children.

BUS AND FERRY

When travelling by bus or ferry staff will:

- Privately charter or use public transport
- Make sure there are no more than three children per seat on the bus and children are seated at all times
- Make sure children are provided with seat belts when travelling over 80 kilometres or for over ten kilometres on a freeway eg if travelling on a freeway for five kilometres a coach is not needed but the bus must only travel at a maximum of 80 kilometres per hour whilst on the freeway
- If there is a potential risk of harm ensure children are assisted in getting on and off
- Expect children to maintain appropriate behaviour and be respectful of other passengers
- Ensure staff are aware of collection and drop off destinations and times.

PRIVATE CAR

When transporting the children by car it is HOOSH's policy to:

- Ensure a first aid kit and a mobile phone is carried in the vehicle
- Go directly from one destination to the other without unscheduled stops following the mapped out route set by the Director determined by the risk assessment
- Always ensure a paid staff member is driving
- Ensure the staff member is fully licensed

- Ensure the car is fitted with seat belts that all passengers are required to wear. The staff member ensures the children do not behave in a disruptive or dangerous manner. The staff member will stop the car in a safe place until the children comply with instructions
- The car is registered and has third party insurance
- HOOSH holds public liability insurance
- Have written parental permission
- Follow HOOSH procedure for individual destinations.

In case of private vehicle/bus/ferry breakdown the staff member will:

- Phone HOOSH to inform the Director
- The Director and the staff member will discuss a suitable alternative to transport the children and organise this to be undertaken
- Ensure all children are kept safe.

In case of private vehicle/bus/ferry accident the staff member will:

- Check to see if anyone is injured, conduct first aid and phone for ambulance, if necessary
- Comfort and calm the children
- Ensure children are safe at all times
- Take details of other driver involved – name, contact, registration number, driver’s licence, insurer and any damage made to either vehicle
- Phone HOOSH to inform Director and organise alternative transport
- Phone the Police, if necessary
- Make accident report on return to HOOSH
- The Director is to notify the DEC, Management Committee and parents of the incident.

3.11 CHILDREN WITH MEDICAL CONDITIONS

POLICY

We will provide safe and effective care of children by implementing systems to ensure all staff are fully aware of children with a medical condition. Staff will be informed of symptoms and management of any child's medical conditions including allergies, asthma, diabetes, ADHD etc.

PROCEDURE

Procedure for children with medical conditions is reviewed annually and parents will be requested to provide an updated medical action plan.

Parents will be asked to inform HOOSH of any medical conditions the child may have at the time of enrolment.

For children with food intolerances, the parent is asked to notify the Centre upon enrolment and the Centre will ensure staff are aware of what the child is not permitted to eat.

Where a child has a severe allergy the parents will be asked to supply a letter, a photograph and medical action plan from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the staff can help the child if they do become exposed.

A photograph of all children with severe food allergies and their medical action plans are placed in each individual child's room. Folders on the shelf above the EpiPens in the Junior room contain all hard copies of Communication Plans, Risk Minimisations and Action Plans. An individual child's medical card with a list of what they cannot eat will be displayed on the kitchen cupboards.

Alternative foods are available for children with allergies or intolerances. These alternatives are supplied to children who consistently follow a special diet. The weekly menu displayed at the Centre and posted on the centre website.

Where a child has other medical conditions such as diabetes, epilepsy etc the parents will be asked for a medical action plan signed by the doctor, including a photograph of the child and each child will be issued with a HOOSH medical band.

Where a child has asthma the parent needs to provide a medical action plan, including a photograph of the child and doctor's signature. Each child will be issued with an HOOSH medical band.

All staff are to make themselves aware of all medical conditions and recorded lists.

ANAPHYLAXIS

EPI-PEN (CHILDREN WITH ANAPHYLAXIS)

- Parents are to supply HOOSH with an epi-pen that is in the expiry date range. Failure to do this will result in cancelled bookings.
- Parents are to give permission for staff to administer the epi-pen

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- Parents are to place the epi-pen in the wall mounted first aid area, labelled epi-pen in the HOOSH room
- Parents will collect the epi-pen when they pick up their child or can leave one permanently at the Centre
- The epi-pen will be kept in the wall mounted first aid area, in a clearly marked container with the action plan
- All permanent staff will be instructed on the use of the epi-pen
- If the child is not in the immediate area of the epi-pen and shows one or more symptoms of an allergic reaction, notification on the walky talky's to staff to collect an antihistamine and the epi-pen. A permanent staff member will go to the child to assist the situation
- The epi-pen will be administered as per instructions if the child presents two or more symptoms of an allergic reaction
- Where possible a permanent staff member is to administer first aid whilst delegating another staff member to call the parents and an ambulance and the nature of the call emphasised
- The epi-pen and action plan will be taken on excursions and carried in the portable first aid kit.

RISK MINIMISATION FOR ANAPHYLAXIS AND FOOD ALLERGY

The following strategies help to reduce the risk of allergic reactions whilst at HOOSH-

- Nut free zone.
- No used egg cartons for craft.
- Children anaphylactic to eggs do not participate in cooking activities using eggs.
- Cooking activities without egg content are provided.
- Individual allergy cards on kitchen cupboards for cooks to know who has anaphylaxis/allergies.
- Individual allergy cards on display in rooms for all staff to know who has anaphylaxis/allergies.
- Child allergy lists go out with all the afternoon tea groups.
- Children with medical conditions and severe allergies have an 'M' in front of their first name on the roll so they are more easy to identify
- Medical bands are given for children to wear for further identification.
- A menu list is with the cooks so children can choose alternatives.
- Separate utensils and appliances are available to avoid cross contamination.
- All Responsible Persons are trained in Anaphylaxis and Asthma to identify early symptoms and triggers
- Kitchen staff are trained in cross contamination preventative strategies

ASTHMA

MEDICAL ACTION PLAN

- Permission is sought for their child to self-administer asthma medication or allow staff to administer medication
- Children with asthma medication are to keep medication in their school bag when they are at HOOSH
- The asthma medication will be kept in the child's school bag with child's name clearly written on it
- There is a spare Ventolin and spacer in the mounted first aid area
- Medication will be administered as per instructions if the child presents symptoms of an asthma attack
- Parents will be called and an ambulance will be called if necessary

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- The asthma medication will be taken on excursions and carried in the portable first aid kit.

RISK MINIMISATION FOR ASTHMA

The following strategies help to reduce the risks associated with asthma whilst at Harbord OOSH-

- Individual action plans in the office for staff to identify which children have asthma.
- Individual asthma cards on display in rooms for all staff to identify which children have asthma.
- Asthma symptom charts are in the rooms for staff to be reminded of early symptoms.
- Start work meeting discussions to advise of any children who are a higher risk of an attack
- An 'M' is in front of the child's first name for further identification of asthma.
- Medical bands are given for children to wear for further identification.
- All Responsible Persons are trained in Anaphylaxis and Asthma to identify early symptoms and triggers
- During poor air quality periods children are asked to play in doors.
- The use of chalk is not permitted indoors
- Efficient hygiene practices are maintained to avoid cross contamination of colds and flu
- Aerosol sprays are not permitted around children
- Children are allowed to self-minister

DIABETES MEDICATION

- Parents are to authorise staff to administer diabetes medication
- Children with diabetes medication/sugar products are to give medication to a permanent staff member when they arrive at HOOSH or parents to give medication with their child's name clearly written on it on arrival at Before School Care or Vacation Care
- The medication will be kept in the wall mounted first aid box
- Medication will be administered as per instructions if the child has a Hyper/Hypo glycaemic reaction
- The child's parents will be telephoned and an ambulance if necessary
- The diabetes medication will be taken on excursions and carried in the portable first aid kit
- The child may keep in their bag any equipment necessary to monitor blood sugar levels. The Centre will have a special place for bags containing medical equipment.

EPILEPSY

- Parents to notify staff of the child's condition
- Parents must provide a trigger and action plan
- Permanent staff will be trained in first aid which includes managing Epilepsy
- The medication will be kept in the wall mounted first aid box and administered as per instruction
- Medication will be taken on excursions and carried in the portable first aid kit.

Individual Risk Minimisation Plans and communication plans for each child with a medical condition will be completed in consultation with the child's parent/carer. All staff will be made aware of these plans and their location.

Failure to acknowledge the risk minimisation plan and provide a medical action plan or epi pen within 14 days of the Centre's request will result in a cancellation of the child's booking. All action plans are updated annually within the month of the last updated action plan.

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3.12 MEDICATION

POLICY

We aim to ensure that the proper care and attention is provided to all children by following specific guidelines in relation to any medications needed to be given to the children.

To ensure that the interests of staff, children and parents are not compromised, medication will only be administered in accordance with the Education and Care Services National Regulations.

PROCEDURE

Parents who wish medication to be administered to their child at HOOSH will complete the medication form providing information as per the regulations.

Medication for a child must be given directly to an authorised staff member and not left in the child's bag. Parents and staff are to ensure the details and instructions that are on the form are clear and clarify any questions.

Staff will store the medication in the designated secure place, clearly labelled. Staff will ensure that medication is kept out of reach of the children at all times and refrigerated if needed. Medication will be transported in the staff first aid kits (a backpack). For medication that needs to be refrigerated, a cold pack will be supplied by the parent.

Medication will only be administered from its original packaging and by an authorised staff member. Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name, with a current use by date and only with the appropriate documentation and authority provided by the parent/carer.

Non-prescription medication will be administered with authorisation by the parent or emergency contact. The medication must be in its original packaging with administering instructions and within the current use by date. Verbal authorisation will be accepted by a parent or an emergency contact. All verbal authorisations are to be followed up in writing.

Medication will be administered with the approval of a medical practitioner in the case of a life threatening emergency. If no prior medical condition exists, on site medication will be administered.

In the case of sudden medical emergencies such as an asthma attack or severe allergic reaction, where no prior medical condition exists and where time does not allow permission to be made by a medical practitioner, staff will administer on site medication.

Authorisation from anyone other than the parents/authorised contacts cannot be accepted.

If anyone other than the parent is bringing the child to HOOSH, a written permission note from the parent, including the above information, must accompany the medication.

Before medication is given to a child, the authorised staff member (a permanent staff member with a First Aid Certificate) who is administering the medication will verify the correct dosage with another staff member. A second staff member is to witness the administration of the medication. After the medication is given the authorised staff member will record the details on the medication form. The name of medication, date, time, dosage, name of person who administered and name of person who verified and witnessed and total number of remaining tablets.

Where a medical practitioner's approval is given staff will complete the medication form and write the name of the medical practitioner for the authorisation.

If children are receiving medication at home or school but not at HOOSH parents should inform HOOSH of the nature of the medication and its purpose and of any side effects it may have for the child so that staff can properly care for the child.

Where children have medication in their school bags, children will be asked to place the medication in a secure place in HOOSH. Parents are to ensure that the medication is taken home each afternoon.

3.13 HIV/AIDS/HEPATITIS B AND C

POLICY

We respect the right for all children to be loved and cared for and aim to provide a safe and secure environment for all children at HOOSH. We will not discriminate against any child or family's right to achieve that care as outlined in the law. We believe that HIV/AIDS and Hepatitis B and C are best dealt with by preventative measures and will ensure that clear guidelines are given to eliminate the risk of spreading the diseases and ensure the safety of all staff and children. Proper confidentiality will also apply.

PROCEDURE

Under the Federal Disability Act and the Equal Opportunity Act, no discrimination will take place based on a child's/parent's/staff member's HIV status.

Discrimination in regard to access to HOOSH is unlawful. A child with HIV or Hepatitis B or C has the right to obtain a position in HOOSH should a position become available. Equally, a staff member has the right to equal opportunity of employment.

A child with HIV/AIDS/HEP A OR B shall be treated as any other child, as these are not transmitted through casual contact. The child shall have the same level of physical contact with staff as other children in HOOSH.

Where staff are informed of a child, parent or other staff member who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. A breach of this confidentiality will be considered a breach of discipline. Staff will ensure that no discussion is made other than insuring that the proper care of all children is maintained. No conversation is to be undertaken in hearing range of unauthorised adults, or around the children.

Proper safe and hygienic practices will be followed at all times. (See Hygiene policy for details)

No one will ever be denied the right to medical treatment.

All children and adults in HOOSH will be considered as infectious and these procedures are to be consistently applied across HOOSH.

All staff dealing with open sores, cuts and bodily fluids with any child or adult shall wear disposable gloves.

Staff with cuts, open wounds or skin disease such as dermatitis should cover their wounds and wear disposable gloves. Disposable gloves will be properly and safely discarded in a specific bodily fluids bin and staff are to wash their hands after doing so.

If a child has an open wound it will be covered with a waterproof dressing and securely attached. If bodily fluids or blood gets on the skin but there is no cut or puncture, wash away with cold or tepid soapy water.

Note: *Hot water may coagulate the blood and protect the virus from the soap or disinfectant. It is best to use cold or tepid water temperatures in all cleaning processes.*

In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water.

In the event of exposure to the mouth, promptly spit it out and rinse the mouth with water several times.

In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.

Disposable sterile mouth masks or a piece of cloth are to be used in the event of having to perform CPR. The staff member in charge of the first aid kit will ensure that a mask is available at all times.

Any exposure should be reported to the Director/Assistant Director and Management Committee to ensure proper follow up procedures occur.

Any soiled clothing shall be handled using disposable gloves, soaked in disinfectant or hot soapy water. Clothing will be placed and sealed in a plastic bag for the parents to take home.

Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected. Cloths used in cleaning will be wrapped in plastic bags and properly disposed of.

Staff and parents will be encouraged to participate in HIV/AIDS and Hepatitis education. Education can take the form of staff training, educational seminars, brochures, etc.

3.14 FIRST AID

POLICY

We believe that first aid equipment and facilities should be available to all staff, children and visitors in HOOSH and while on excursions. All permanent staff will be required to undertake first aid training as part of their conditions of employment to ensure full and proper care of all is maintained. All Responsible Persons will have asthma and anaphylaxis training.

PROCEDURE

A minimum of one staff member present at all times will be currently qualified in first aid.

A current first aid certificate or willingness to undergo training will be advertised for all permanent positions.

Permanent staff will undergo first aid training as part of their condition of employment. Permanent staff will renew their certificates as required. HOOSH will budget for the cost of renewal for each permanent staff member as part of the training budget.

Fully stocked and updated first aid kits (portable and secured) will be kept in the designated place in HOOSH. Staff are to ensure that this is easily accessible to all staff and is out of bounds to the children. A separate travelling first aid kit will be also maintained and taken on all excursions. The first aid kit will contain the minimum equipment suggested by the Red Cross or St Johns Ambulance.

A first aid manual will be kept at HOOSH.

Cold packs will be kept in the freezer and in the portable first aid kits for treatment of bruises and strains.

Staff members, each week, will be designated the duty of maintaining the kits to ensure that they are fully stocked, and that all items are within the use by date.

In the orientation process, all staff will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.

Staff will administer first aid to any complaint a child may have.

All first aid needs to be recorded and signed by the parent, or emailed the following day requesting an acknowledgment, and nominated or Responsible Persons rostered on that day.

Qualified first aiders will only administer first aid in major accidents or to stabilise the victim until expert assistance arrives in more serious accidents. All accidents requiring a medical follow up need to be reported to the DEC.

In the instance a child consumes a chemical substance the correct MSDS should be sought to ensure appropriate first aid.

Telephone numbers of emergency contacts and The Poisons Centre will be located next to the phone and the local doctor contacted found on the child's online registration.

POLICY

We will ensure the safety and well-being of staff, children and visitors, within HOOSH and on excursions, through proper care and attention in the event of an accident, incident or trauma. HOOSH staff will make every attempt to ensure sound management of any situation. The NSW regulatory Authority within 24 hours and parents or emergency contacts will be informed immediately for all serious injury, incidents or trauma situations.

PROCEDURE

When enrolling at HOOSH, parents are required to provide consent for staff to seek medical attention in the event that it is required for their child. This will be recorded on the enrolment form. Parents will be required to supply the contact number of their preferred doctor or dentist, Medicare number and expiry date.

Staff will be required to supply two contact numbers in case of an emergency or accident.

If a child, staff member or visitor has a serious accident while at HOOSH they will be attended to immediately by a staff member holding a first aid certificate.

Anyone injured will be kept under adult supervision until they recover or an authorised person takes charge of them.

In the case of a minor accident the first aid attendant will:

- Assess the injury
- Attend to the injured person and apply first aid as required
- Ensure that disposable gloves are used with any contact with blood or bodily fluids
- Ensure that all blood or bodily fluids are cleaned up and disposed of in the bodily fluids bin and in a safe manner
- Ensure that anyone who has come in contact with any blood or fluids wash in warm soapy water
- Record the incident and treatment given on the accident report sheets, indicating name, date, time, nature of injury, how it occurred, treatment given and by whom, to be signed by the Nominated or Responsible Person.
- An attempt to notify the parents on their arrival when collecting their child is made by writing. If notifying in person staff will obtain a parent signature on the accident report. If staff do not get a parent signature after approximately one week we will email the incident report to the parent. We accept a reply as confirmation of knowledge of the accident if sent by email.
- Any injury to the face or head the parent is notified immediately by phone prior to collecting their child.

In the case of a reportable major accident requiring more than first aid, the first aid attendant will:

- Assess the injury and decide whether the child needs to be attended to by a doctor or whether an ambulance should be called and tell the Director/Assistant Director of their decision.
- If the child's injury is serious the first priority is to get immediate medical attention. Parents should be contacted straight away. If not possible, there should be no delay in organising proper medical treatment. Keep trying to contact the parents in the meantime

- Attend to the injured person and apply the required first aid
- Ensure that disposable gloves are used with any contact with blood or bodily fluids. If disposable gloves are not available, it is the responsibility of the carer to evaluate the level of danger to themselves and whether to administer first aid or not
- Stay with the child until suitable help arrives, or further treatment taken
- Try to make the child comfortable and reassure them
- If an ambulance is called and the child is taken to hospital a staff member will accompany the child if parent cannot be contacted and take the child's medical records
- If the responsible person does not agree with a parent/emergency contacts decision regarding the course of action, the Centre will call an ambulance to seek further medical advice
- Record the incident and treatment given in the accident book, indicating name, date, time, nature of injury, how it occurred, treatment given and by whom. This needs to be signed by staff and witnessed if possible
- Obtain a parent signature confirming knowledge of the accident and present the parent with a copy of the report if requested.

If the Responsible Person does not agree with a parent/emergency contacts decision regarding course of action, the Centre will call an ambulance to seek further medical advice.

The Director/Assistant Director or other responsible staff member will:

- Notify the parents or emergency contact person immediately regarding what happened and action is being taken and every effort will be made not to panic the parents
- Ensure that all blood or bodily fluids are cleaned up in a safe manner
- Ensure that anyone who has come in contact with any blood or bodily fluids washes in warm soapy water
- Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child
- Ensure that all staff adhere to the Hygiene policy in all accident situations.

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

- Parent/Guardian immediately
- The Management Committee in
- The NSW Regulatory Authority within 24 hours.
- Follow up contact to be made in regards to the patients well being

THE CENTRE HAS INSURANCE TO COVER AMBULANCE COSTS

A copy of the clearance letter from a medical practitioner at a practice or hospital is needed before the child can re-attend the Centre after a serious head injury.

Clear emergency procedures should be maintained for the other children at HOOSH. HOOSH will notify the parent/guardian that a serious incident has happened and advise them to contact the relevant medical agency. This information should be provided in a calm and extremely sensitive manner. The Regulatory Authority must be notified of any incident/accident that resulted in a medical follow up. This must be included in the monthly Directors report to the HOOSH Management Committee.

3.16 DEATH OF A CHILD, PARENT, VISITOR OR STAFF MEMBER

POLICY

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

PROCEDURE

The death of a child, parent, visitor or staff member whilst in attendance at the service will result in the same procedures as for 'serious injury'. See above in Accidents 3.15.

The following organisations must be contacted:

- An ambulance service
- The Police
- Community Services (if a child involved)
- The Management Committee.
- The NSW Regulatory Authority as soon as possible and within 24 hours.

HOOSH will notify the parent/guardian/next of kin that a serious incident has happened and advise them to contact the relevant medical agency.

A detailed report should be given as soon as possible.

In the event of the death occurring out of HOOSH hours (extra activities, picnic days, discos etc) the staff attending the event should follow procedures as for a serious injury (policy 3.15).

If a child is the deceased, the Director should make contact with the child's school to liaise with them regarding the school's response to the event.

The Director should also make contact with Community Services to seek advice on an appropriate response from the service.

In general, procedures would involve liaison with a number of other agencies.

If possible, all parents of the other children should be advised, either by phone or at pick up time, of the death of the person and provided with the option to collect their child from HOOSH.

If possible staff should also seek permission to allow staff to advise children whilst in attendance at HOOSH.

The responsible staff member should sit with children and calmly explain in simple terms that the person has died and the reason why they have died.

Time to express grief and to cry freely should be given and children should be encouraged to share the memories they have of the person.

Counselling will be made available for all staff. Resources and support will also be made available to all families and staff.

3.17 ILLNESS AND INFECTIOUS DISEASES

POLICY

We aim to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children, or risking other children's health, parents will be asked not to bring sick children to HOOSH and to collect children who are unwell. All care and consideration will be given to the child who becomes ill while at HOOSH. Children with infectious diseases will be excluded from HOOSH for the period recommended by the Department of Health.

PROCEDURE

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

- Sleeps at unusual times, is lethargic
- Has a fever over 38o
- Is crying constantly from discomfort
- Vomits or has diarrhoea
- Is in need of constant one-to-one care
- Has an infectious disease.

If a child is unwell at home parents are asked to refrain from bringing the child to HOOSH.

If a staff member is unwell they should not work. Staff should contact HOOSH as soon as possible to inform them that they are unable to attend work. See Section Four of HOOSH Policy Document.

If a child becomes ill or develops symptoms whilst in the care of HOOSH, the parents/emergency contacts will be contacted to take the child home.

Panadol will be administered to a child that has a fever over 38 degrees after verbal permission is sought from the parent.

If a staff member becomes ill or develops symptoms at HOOSH they can return home if able or organise for someone to take them home. The Director/Assistant Director will organise a suitable replacement as soon as possible.

The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent or other authorised adult takes them home. If the child has a fever the staff will use cold packs to try and reduce the temperature. Parents will be informed and asked to collect their child as soon as possible. Emergency contacts will be called if parents are not contactable. If the situation becomes serious an ambulance will be called. During a fever other methods will be employed to bring the child's temperature down until the parents arrive or help is sought. Such methods include Panadol administered, clothes removed as required, clear fluids given, tepid sponges administered. Staff will complete an illness report for all sick children.

INFECTIOUS DISEASES/MEDICAL CONDITIONS

Children and staff will be excluded from HOOSH if they are ill with any contagious illness or medical conditions. This includes diarrhoea , head lice and conjunctivitis . The period of exclusion will be based on the recommendations outlined by the Department of Health.

The decision to exclude or re-admit a child or staff member will be the responsibility of the Director based on the child/staff's symptoms, medical opinion and Department of Health guidelines for children/staff who have an infectious disease or medical conditions or who have been exposed to an infectious disease.

The Director or staff members have the right to refuse access if concerned about the child's health.

If a child has recently returned from an overseas trip and develops flu like symptoms and high fever, they will be requested to not attend until their symptoms have settled for at least seven days.

Children with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.

In an outbreak of illness the Health Department and the regulatory authority will be notified.

Staff with diarrhoea are not excluded from the workplace, however, regular hand washing and good hygiene should be practised.

A doctor's clearance certificate will be required for some infectious diseases such as measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before returning to HOOSH.

Parents will be informed about the illness and infectious diseases or medical conditions policy on enrolment.

A regularly updated copy of the Department of Health guidelines on infectious diseases (obtained by mail or downloading from the Department of Health website) will be kept at the Centre for reference by staff, management and made available to parents on request.

The Director will follow the recommendations as outlined in the Health Department document.

Parents will be informed by email about the occurrence of an infectious disease in HOOSH ensuring that the individual rights of staff or children are not infringed upon and advice for non-immunised children encouraging an exclusion period (fees will still be applied to parent's accounts).

All staff will ensure proper hygiene practices are carried out as outlined in the Hygiene policy.

Cases of some infectious diseases are required to be notified to the local public health department. NSW Health, Public Health Division – 02 9391 9000 general switchboard.

A fact sheet is attached containing reportable infectious diseases.

3.18 IMMUNISATION

POLICY

We respect the staff's right to immunisation. We respect the parent's decision whether to immunise or not to immunise their children. However, staff and parents of children who are not immunised will be given the option to exclude themselves or their child from HOOSH for the period of an outbreak that is a vaccine preventable disease. Immunisation status will be recorded in the online enrolment.

PROCEDURE

Parents will record their child's immunisation status on the online enrolment and provide the Centre with a copy of the child's immunisation records.

In the event of an outbreak of vaccine preventable disease at HOOSH or School, children not immunised are recommended by the NSW health department to stay at home for the duration of the outbreak, for their own protection.

In the event of an outbreak of vaccine preventable disease at HOOSH, staff that are not immunised are recommended by the NSW health department to stay at home, leave without pay, for the duration of the outbreak, for their own protection.

The Public Health Unit will be notified as per NSW Health Department guidelines, if any child/ren contracts a vaccine-preventable disease.

Payment of fees will be required for children who do not attend HOOSH during an outbreak of a vaccine preventable disease. This will be marked as an absence.

All staff are required by NSW Health to have 2 doses of vaccination against Covid-19 to work in child care. Evidence of this vaccination must be provided to the workplace supervising upon request.

All staff are advised to maintain thorough immunisation to common childhood diseases. For their own safety, Meningococcal vaccine and pneumococcal vaccine is advisable. Staff are also advised to be vaccinated against influenza, whooping cough, Chicken Pox and Mumps, any female staff considering pregnancy are advised to have their Rubella status checked. NSW Health department recommends vaccination for Pertussis (dTpa, provided dTpa has not been given previously), MMR (if not immune), Hepatitis A & B and Varicella (if seronegative). Staff are encouraged to arrange their own immunisation if they are not already immunised. For permanent staff, immunisation should take place at a bulk billing facility if the staff member is comfortable and any additional costs will be covered by HOOSH.

It is also recommended that all staff receive a booster dose of tetanus and diphtheria vaccine every ten years (permanent staff will be reimbursed for medical costs by the Centre upon receipt sighting).

Glossary of Terms:

Outbreak: five reported cases within a two month period.

Vaccine preventable disease: A vaccine-preventable disease is an infectious disease for which an effective preventive vaccine exists

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Meningococcal: Meningococcal disease is caused by infection with meningococcus bacteria of which there are several serogroups. Meningococcal disease is a serious illness that usually causes meningitis (inflammation of the lining of the brain and spinal cord) and/or septicaemia (blood poisoning). Rare forms of the disease include septic arthritis (joint infection), pneumonia (lung infection) and conjunctivitis (infection of the outer lining of the eye and eyelid).

Pneumococcal: Pneumococcal disease is caused by infection with the bacteria *Streptococcus pneumoniae*. Infection can cause a variety of diseases including: pneumonia (infection of the lungs), otitis media (infection of the middle ear) and meningitis (infection of the membranes around the brain and spinal cord).

Pertussis: Whooping cough is a serious respiratory infection that causes a long coughing illness that can affect all ages. A person with whooping cough can spread it to others in the first three weeks of illness.

Diphtheria: Diphtheria is a potentially fatal bacterial infection that usually affects the nose and throat. It is a vaccine-preventable disease which is now very uncommon in Australia.

Tetanus: (sometimes called lock-jaw) is a disease caused by the bacteria *Clostridium tetani*. Toxin made by the bacteria attacks a person's nervous system. Although the disease is fairly uncommon now, it can be fatal.

dTpa: A triple antigen vaccine that protects against three diseases – diphtheria, tetanus and pertussis

MMR: Measles, Mumps, Rubella

Varicella: **Chickenpox is a common viral infection that can reappear later in life as shingles.**

Seronegative: Showing negative results on serological examination; showing a lack of antibody.

3.19 MANUAL HANDLING

POLICY

We will promote safe practice for moving and lifting heavy objects according to current workplace health and safety legislation. Staff, visitors and students will be made aware of the appropriate policy and procedures.

PROCEDURE

Manual handling training will be made available to staff where possible.

Moving heavy objects should be done as a team, all equipment should be easily accessible and staff should not have to stretch to reach equipment. The need to bend and lift should be minimised by not storing materials above head height where possible.

When using portable ladders, instructions and weight limits need to be followed. Staff need to be careful not to twist their backs when lifting.

Good manual handling techniques in the workplace can help to prevent injury and incorporates the following steps:

Planning the lift:

- check start and finish heights and ensure clear pathways
- for over 16kg use mechanical aids or a trained lifting team
- consider your own capacity after extended leave or illness

Performing the lift:

- warm up first, test the weight of the load start with smaller loads
- use whole hand grip
- for good balance, use a wide base of support with feet shoulder width apart
- use smooth motions and hold the load close to the body
- maintain the natural curves of the spine as you move through the lift
- use hip and knee joints to bend to the object rather than bending the spine in exaggerated curves
- do not twist or bend the back sideways.

SECTION 4-STAFF POLICIES

4.1 STAFF SELECTION

POLICY

We believe that staff are the most valuable asset to the quality of HOOSH and that high quality staff are imperative to the safety and well-being of the children and the effective operation of HOOSH. We aim to employ the best possible staff for the position through fair advertising and selection processes.

PROCEDURE

QUALIFICATIONS AND EXPERIENCE

Director:

- Holds a Child Care related Diploma or equivalent. Desirable – Advanced Diploma in Community Management or equivalent
- Essential – Minimum of two years' experience at a management level in a child care Centre or equivalent
- Experience in supervising and supporting staff
- Experience in policy development and review
- Ability to facilitate staff meetings, orientation days and open days to promote the service
- Has a thorough understanding of the NQF and other relevant legislation
- Meets criteria for Assistants and Assistant Directors.

Assistant Director:

- Holds a Child Care related Diploma or equivalent
- Shall be a minimum of 18 years
- Desirable, minimum two years' experience in a relevant field and demonstrated ability to work independently
- Holds a current first aid certificate or willing to undergo training to obtain this
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children
- Has an interest and desire to work with children
- Understands and supports the NQF process
- Has well developed communication skills with adults, children and management
- Has an ability to supervise and support staff.

Assistants:

- Relevant training as above and/or relevant experience to successfully fulfil the position
- Holds a current first aid certificate or is willing to undergo training to obtain this (Permanent Assistants only)
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children
- Has an interest and desire to work with children
- Has an ability to communicate well with adults and children

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- Shall be a minimum of 18 years of age.

Junior Assistants:

- A person of good character, who can be entrusted with providing adequate care for the welfare of the children
- Has an interest and desire to work with children
- Has an ability to communicate with adults and children
- Shall be a minimum of 15 years.

RECRUITMENT

When a permanent Child Care Assistant position becomes available the Director will look at succession planning within the Centre and make recommendations to the Management Committee to promote internally. Prior to recruitment of a full or part time employee, approval must be obtained from the Management committee.

Traineeships may be offered from time to time. Approval must be obtained from the Management committee before offering the trainee ship including the terms on which that offer is made(ie: ongoing employment or employment or for the duration of the training only)

To employ externally the Management Committee will appoint a selection panel to conduct the selection process. The panel will consist of one member of the Management Committee (usually the staff liaison officer) and the Director/Assistant Director. Where the position is for the outgoing Director a Staff Representative from HOOSH will be placed on the panel. A convenor of the panel will be nominated.

Where the position was advertised internally and only one interested applicant applied, the Management Committee may decide to offer the position with a probationary period without a formal interview.

Before appointing a permanent position the Staff Liaison Officer and the Centre Director will provide a summary and a recommendation to the entire Management Committee for final approval.

The Director, in consultation with a member of the Management Committee (usually the Staff Liaison Officer) will:

- Approve the job description and select criteria for the position
- Determine the content, method and placement of advertising and place the advertisement including notification of the Working with Children Check (WWCC)
- Ask applicants to complete the WWCC process and provide a clearance number
- Short-list the applicants
- Arrange interview questions, date and time
- Contact the applicants for interview
- Conduct the interviews
- Check referee's on the successful applicant
- Offer the position to the successful applicant and contact the unsuccessful interviewed applicants after the position has been accepted
- Set date for the commencement of employment and orientation of the new person
- Prepare and sign a letter of employment and contract.

Advertisements may be placed at the Centre to promote from within the organisation. If no suitable applicants apply then place advertisements in the local and regional papers/online job advertising and HOOSH related websites.

Advertisements are to include:

- Job title
- Specific employment information, including hours of work and current Award
- Proof of Covid 19 vaccination and a WWCC is required.
- Closing date and email address for applications.
- Contact name and number where the applicant can obtain more information.

Applications in writing should include:

- Contact telephone numbers
- Resume
- Minimum of two referees at least one a work reference, and full contact details

The selection panel will draw up suitable interview questions, which relate to all aspects of the position and ensure equal opportunity guidelines are followed. A nominated person on the selection panel will contact the applicants to determine the time and date of the interview.

Each applicant will be given a copy of the job description before the interview.

The interview panel is to discuss each applicant and their suitability for the position based on their answers, qualifications and experience, comments from referees, and the selection criteria drawn up by the panel. Should the Management Committee have difficulty in deciding between two applicants, a second interview for these applicants will be conducted with new questions.

The preferred applicant's referees will be contacted to confirm the applicant's suitability and checked with the Approved Screening Agency before offering the applicant the position in a 'child related' field.

Should the applicant decline the position the Management Committee will either make a second choice from the other applicants or if none are seen as suitable re-advertise for the position.

Applicants will be given an approximate time that they will be contacted regarding their success for the position.

A person on the selection panel will notify the successful applicant and negotiate a starting date.

Preferably offers of employment will not be made until the screening check has been completed.

If this is not reasonably practical, the employment is to be offered subject to the check being completed.

Applicants are to be notified of this condition.

A letter of confirmation will be emailed to the successful applicant requesting acceptance in writing.

After the appointment has been made and accepted, the other applicants will be notified that the position has been filled.

CASUAL EMPLOYEES

Where a staff member approaches the service looking for casual work the employment of such person is at the discretion of the Director. The Director will view a resume/employment application and conduct a referee check of at least one professional referee.

The casual employee will provide proof of Covid-19 vaccination and their WWCC clearance number, have an orientation and complete all necessary paperwork needed to start the position. The continued employment of a casual staff member will depend on availability, ability and professional conduct. A casual staff member will be notified of shifts if available. The Director will notify the casual staff member if shifts are no longer available. The casual staff member is required to attend all group staff meetings and adhere to all Centre policies and procedures.

TRAINEESHIPS

Upon approval by the Management Committee, invitation from HOOSH and meeting the requirements of the Australian Apprentice and Training Centre you can register as a Child Studies Certificate 3 or Diploma Trainee.

As an HOOSH trainee your entitlements and responsibilities are as follows:

TAFE fees will be paid by the Centre

At the discretion of the Management Committee and depending on your role at the Centre, your pay will not be reduced to the traineeship rate. You will be paid at the full award rate according to the Children's Services award

Your regular wages will be paid for any rostered work hours missed due to attending TAFE classes or completing TAFE work placements

All studies and assessments will be done in your own time. Leave without pay for study purpose can be requested and will be granted at the discretion of the Director

All additional TAFE/Study costs are at the expense of the trainee

If a trainee does not attend a TAFE class or workplace assessment for any reason including illness the Director should be informed by the trainee immediately

If TAFE or work placement is cancelled or not attended for any reason other than illness the trainee will full-fill regular work duties at HOOSH

If TAFE or work placement is not attended due to illness a doctor's certificate must be supplied to the employer

If a trainee breaches any of the aforementioned conditions it will be treated as employee misconduct and disciplinary action will commence (Policy 4.8)

If Network Of Community Activities is the chosen RTO (training provider) then fees will be paid by the Centre from the funds received from the Australian Apprenticeship Centre.

All learning will be done at the Centre if possible or in the trainees own time.

EQUAL EMPLOYMENT OPPORTUNITIES

HOOSH will comply with all state and federal laws regarding anti-discrimination when employing and promoting staff and when offering training opportunities. These decisions will be made on the basis of the skills and experience required for the position or career development.

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

All applicants and referees will be asked the same questions.

All applicants will be selected according to equal opportunity guidelines.

Selection will be based only on suitability for the position based on the selection criteria, which have been drawn up by the panel.

The criteria will cover issues such as qualifications, experience, appropriate knowledge to meet the children's needs, good communication skills, demonstrate being a fit and proper person for the job, including WWCC and appropriate answers to the interview questions.

The employment contract will be made for the new position and signed by the Staff Liaison Officer, Director and position applicant on acceptance by all parties.

RESIGNATION

All permanent staff are required to submit resignation in writing via email or a letter addressed to the Centre Director.

The minimum resignation notice period is as per the National Employment Standards

The Centre Director must submit their resignation in writing via email or letter addressed to the HOOSH Management Committee. The resignation letter may be emailed to the Chairperson and Staff Liaison Officer on the Management Committee.

Where resignation or termination of employment meets the National Employment Standards and service policies, all entitlements and time in lieu will be paid to the employee.

4.2 CONDITIONS OF EMPLOYMENT

POLICY

We will provide a flexible, harmonious working environment that ensures the rights of employees are met at all times. All staff conditions are governed by the Children's Services Award together with the National Employment Standards (NES), Fair Work Australia and these policies. Staff remuneration is governed by the Children's Services Award and these policies.

Permanent, Casual and Junior staff are all considered valued employees.

PROCEDURE

All relevant conditions set down by the award will apply to all employees. This includes personal leave, annual leave, rostered days off, overtime, jury duty, study leave and carers leave.

Staff are permitted to book their child/ren into HOOSH at the employee rate of 50% the regular rate. This applies to sessions where the employee is rostered on to work.

Management will ensure they are aware of the appropriate conditions and keep up to date in relation to any changes in the Award.

Staff are encouraged to remain up to date with their appropriate conditions and inform management of any changes.

All new permanent staff will be placed on a probationary period of six months, at the discretion of the Director depending on the position and the staff member's skills and experience. A review of the probationary period will be conducted every three months.

If the employee is not meeting the Job Description criteria to a satisfactory standard they will not be offered continual permanent employment. The Staff Liaison Officer and Chair Person will be consulted and the permanent position will be terminated.

For all permanent positions, a brief feedback interview will take place after a period of one month in the position.

All grievance issues are to follow the appropriate procedures as outlined in the grievance and discipline and dismissal policies.

Staff are given the opportunity to participate in team building events throughout the year. These events consist of social occasions such as: lunches, dinners, charity fun runs and team building experiences. These events are determined after consultation with the HOOSH team and within the allocated budget approved by the Management Committee.

Staff are required to download the APP 'Deputy' and use this App for accepting and declining shifts, requesting leave and updating personal details.

Staff are required to use the APP to electronically sign in and out of each shift. Staff are required to sign the roster to confirm role allocation and face to face time with children.

Staff will be paid fortnightly in the form as advised by the Management Committee.

PERSONAL LEAVE

As per the award all staff will have ten days personal leave per year. This can be accumulated from year to year.

A doctor's certificate or adequate evidence must be presented if the personal leave is for two or more days regardless of the reason.

Staff may use a personal leave day without a specific notice period if they are sick, to care for a sick child or spouse or as specified in the National Employment Standards.

A doctor's certificate must be presented for all personal leave days claimed on Mondays, Fridays, for two or more consecutive days and directly before or after a public holiday regardless of the reason.

A doctor's certificate must be presented for any leave that is originally taken as Time in Lieu (TIL) or Annual leave and the employee then becomes sick and needs to claim personal leave.

Written request and evidence should be presented to the Director two weeks prior to taking personal leave for the purpose of:

- providing care to a child in a situation that requires a parent present for that day other than for unexpected illness of the child eg- School presentation/sporting event.
- attending an appointment at a government department that is only open Monday to Friday e.g. Australian embassy
- attending an appointment in regards to a legal matter

Approving leave listed above is at the discretion of the Centre Director.

ANNUAL LEAVE TAKEN BY ASSISTANT DIRECTORS AND PERMANENT ASSISTANTS

Up to three weeks annual leave will be taken during the December /January HOOSH Centre close down period if the TIL has been exhausted.

Assistant Directors and Permanent Assistants must apply to the Centre Director to take their remaining annual leave and any TIL accrued. This request for leave must be made via the Deputy portal four weeks prior to taking leave. The Director will consider applications for leave and give approval based on the best interests of the Centre.

If leave at short notice is requested this is approved at the discretion of the Director based on the individual's request and on the best interests of the Centre.

All TIL must be cleared before the start of a new year. TIL is used for leave before annual leave is paid.

The Director will consider applications for leave without pay during term time based on each individual's request and based on the best interests of the Centre.

If a staff member is not happy with the Directors decision they can take their request to the Staff Liaison Officer of the (Tan)Management Committee.

LEAVE TAKEN BY THE CENTRE DIRECTOR

The Centre Director must notify the Staff Liaison Officer or/and the Chair Person of any days leave taken.

The Management Committee, in the instance of this Policy, are the chairholders most informed of employment matters. These are the Chairperson, Staff Liaison Officer and Treasurer. Approval by only two of the three chairholders is necessary.

Three weeks annual leave will be taken during the December /January HOOSH Centre close down period.

TIL is used for leave before annual leave is paid.

The Centre Director must apply to the Management Committee to take the remaining annual leave and any TIL accrued. This request for leave must be made in writing four weeks prior to taking leave. The Management Committee will consider applications for leave and give approval based on the best interests of the Centre.

If leave at short notice is requested by the Director, this is approved at the discretion of the Management Committee based on the individual's request and based on the best interests of the Centre.

The Management Committee will consider applications for leave without pay based on the Director's request and based on the best interests of the Centre.

If the Director is not happy with the Management Committee's decision they can take their request to the whole Management Committee and the P&C.

REMUNERATION

Permanent Employees

All new employees to the Centre will be paid at the Award rate during their permanent probationary period. After the probationary period the employee may be paid up to 10% above the Award rate based on experience and training. Each permanent employee that continues to perform at a high level will receive the annual CPI increase to maintain a minimum of up to 10% percent above the Award rate.

A casual employee that has been offered a permanent role in the Centre may be paid up to 10% percent above the Award and may not be placed on a probationary period.

At the discretion of the Director and approval of the Management Committee, a permanent employee may be paid more than ten percent above the Award and up to Market Rate. The criteria for being more than ten percent above the Award is based on knowledge, experience, level of responsibility and productivity.

Casual Employees

All casual employees will be paid at the Award rate according to competence. This recommendation will be based on the award requirements at the Directors discretion. Final approval is given by the parent committee. The maximum level for a casual employee will be 3.4 under the Award.

4.3 STAFF ORIENTATION

POLICY

Staff orientation is an important process in ensuring employees are fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees in HOOSH.

HOOSH will provide them with a clear understanding about the service and its operations and their expectations within HOOSH.

PROCEDURE

The Director/Assistant Director will conduct the orientation process as soon as possible, after the applicant has accepted the position. The same process will take place for Permanent, Casual and Junior employees.

The orientation process will include:

- Introductions to existing staff
- Informed of who is on the Management Committee and introductions if possible
- Tour of the service
- Being shown where all relevant records are kept
- Discussion about working arrangements and expectations, including Professional Code of Conduct and Duty of Care
- Information about the review and appraisal system
- Opportunity to ask any questions regarding HOOSH or expectations.

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

- HOOSH operation and hours
- The service philosophy and selected policies and directed to the Centre's full Policy document
- HOOSH's code of conduct
- Job description
- Emergency procedures
- Terms and conditions of employment
- Union membership information
- Superannuation information and forms
- Taxation forms
- Probation period and review and appraisal procedure
- Staff uniform adequate to the hours of employment
- Appropriate lines of communication with staff and Management Committee.
- WHS procedures

A daily mentor will be allocated to provide guidance and assistance for casual and junior staff during their shift.

Permanent staff will have a thirty minute Orientation/Feedback meetings during the first four shifts. Permanent staff will be allocated a mentor for ongoing orientation during their first three months of employment. After a period of one month the staff will attend a feedback meeting with the Director.

4.4 STAFF PROFESSIONALISM AND CODE OF CONDUCT

POLICY

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

PROCEDURE

Staff Professional Code of Conduct, Duty of Care and expectations will be discussed in the initial orientation process of all new staff.

Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.

Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.

Professional and constructive feedback during appraisal input regarding other members of staff is expected.

The Director/Assistant Director, will immediately address any breach in the professional expectations outlined. If the concern involves the Director, two representatives from the Management Committee will conduct the discussion.

A record will be made of any discussion and standard of behaviour and expectations clearly explained. Any further problems will be addressed as per the discipline procedure.

Staff will be made aware of HOOSH's philosophy and policies and will be expected to follow these. Should staff have any concerns with the philosophy or policies they are to raise this with the Director or Management Committee Staff Liaison Officer.

Staff will be expected to know, understand and perform their duties as per their job description.

Staff will be expected to maintain and improve their skills through participation in staff training and development opportunities. The Management Committee will ensure that monies are made available in the budget for staff training.

Staff will be expected to start duties on time.

A compulsory uniform will be provided to all staff. Staff will be expected to dress appropriately for their duties as described in the job description. This includes participating in craft and sports activities.

Safe footwear to run around in and clothes that can be stained with paint or glue should be considered when dressing for work. In addition, do not wear shorts or skirts extremely short in length (minimum leg length of approximately two inches), no strapless dresses or crop tops. Underwear for males and females should

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always be worn and not visible. Enclosed shoes are required for any activity using knives or other sharp tools. The Centre Director is responsible for purchasing staff uniforms. The Director will purchase from the uniform shop or from another retail/wholesale outlet. Suitable, reasonably priced items will be purchased to suit the individual needs and remain within budget. Work clothing with the HOOSH logo is required to be worn. Staff are issued summer uniforms annually and winter uniforms biannually. A register of issued uniforms will be kept. Any additional items needed before the next distribution is at the expense of the employee.

An OOSH vest may be worn in place of a uniform if you are unable to have one issued or purchase one.

No alcohol or illicit drugs are to be consumed by a staff member on any rostered day until all work commitments for that day are complete. No illicit drugs are permitted on the premises. No alcohol should be consumed by staff on the Centre premises during operating hours of HOOSH or Harbord Public School. The consumption of alcohol may be permitted after operating hours on special occasions at the Directors discretion eg; Staff Christmas Party, after Management Committee AGM meetings.

Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the HOOSH Director as soon as possible.

Staff will use only suitable language that is not offensive to other staff, parents and children.

Staff will be expected to respect all confidentiality issues.

HOOSH is a smoke free zone. Staff may not smoke during their shift in or around the building, or in the sight of the children. Staff are allocated unpaid 'break' time on Pupil Free Days and Vacation Care Days if feasible.

Staff will be expected to know and follow the child protection policies.

The quality of HOOSH and positive working environment are dependent on friendly staff and parent relationships. Staff will follow proper communication procedures as outlined in the policy Document Tan.

The maintenance of good teamwork will be an expectation outlined in all job descriptions.

Any conflicts that arise must be addressed as outlined in the grievance procedure.

Mobile phones should be left in the office/staff possessions area unless extenuating circumstances require staff to obtain authorisation from the Director.

Code of conduct

In relation to children, staff will:

- Acknowledge cultural, linguistic uniqueness and potential, develop positive relationships, provide a safe and stimulating environment that lets the child explore and learn new skills, encourage children's ideas, respect the children and their relationships, encourage positive behaviour, foster a sense of agency and listen to the child's needs.

In relation to families, staff will:

- Be professional (respecting privacy and confidentiality), honest, sensitive, constructive, welcoming, supportive and accepting of culture and beliefs.

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In relation to community, staff will:

- Promote the service, encourage positive liaison, provide correct information, ensure the program reflects community needs and involve local people in the program.

In relation to employers, staff will:

- Establish clear roles and responsibilities to ensure correct employment practices are followed and adhere to Centre policies and procedures, encourage regular communication and maintain confidentiality, request opportunities for training and staff development, and not publicly slander the Centre on social media.

In relation to self, staff will:

- Know roles and responsibilities, ensure employment conditions are adhered to, reflect critically on professional practice, seek feedback and take opportunities to improve their knowledge and skills, communicate with colleagues and take their views into consideration, be an advocate for school aged children, services and profession, role model acceptable standards of dress and personal behaviour, maintain current knowledge, accept accountability for their own professional practice.

In relation to colleagues, staff will:

- Display a positive professional approach to their role, work as a team, communicate and show respect for each other, develop positive relationships, acknowledge and support the personal and professional strengths of other staff, recognise the cultural diversity of staff, accept and adhere to this code of conduct.

4.5 INSERVICE TRAINING AND DEVELOPMENT

POLICY

We believe that the quality of the service is developed through continual training and development of the staff. We will provide staff with encouragement and support to further their skills in the OOSH field. We will offer traineeships to permanent staff at the discretion of the Centre Director and Management Committee.

PROCEDURE

The Management Committee will ensure that sufficient funds are made available in the budget for all staff development and expenses. It is the Director's discretion where the budgeted funds are spent.

The Director will ensure all regulations in regards to training are adhered to. Such as:

- There will be one trained first aider on site at all times
- All Certified Supervisors are trained in Asthma and Anaphylaxis and Child Protection.

The Director will decide on any specific training and development needs of the staff.

Staff appraisals and HOOSH requirements will be used to ascertain further training needs.

The Director will determine what will be attended and by whom. Staff can approach the Management Committee directly if they do not agree with the decisions of the Director.

Where possible, a plan of training will be made in term 1 and term 3, including dates, staff attending and costs.

All permanent staff will be given the opportunity to be involved in some form of training throughout the year.

All permanent staff may request opportunities to upgrade their qualifications in line with the National Regulations to implement the NQF. The Director will seek approval from the Management Committee where the Centre will be impacted financially.

A variety of training methods will be used including:

- Internal workshops, which can be conducted by staff or outside presenters
- External meetings with other Centre's, with exchange of ideas
- Time allocation made to staff to review any new resources that may be of value
- External workshops, conferences and seminars
- Accredited short courses provided by registered training organisations.

Staff are encouraged to share relevant skills and knowledge they obtained from any training with the other staff in staff meetings or where more time is required in an internal workshop.

If training during work hours all staff will be considered to be at work for the duration of any training activity they attend for HOOSH.

All staff training that is organised by the Centre and attended by staff outside of normal rostered hours of work will be paid up to 38hrs per week or recorded and hours accrued can be taken as TIL. This condition applies to all meetings attended not directly related to HOOSH. This includes days spent (up to a maximum of eight hours per day) at weekend conferences or training. Attending weekend training is a staff member's choice (this is not a job requirement).

The Centre recognises the professional benefits for all training and upon Management Committee approval will fund associated costs.

Casual staff will not be paid wages or offered TIL for training. Their choice to attend training is considered their own time. HOOSH will cover the costs of all authorised training for casual and permanent staff.

Training that is paid by the Centre and not attended by a staff member must provide written explanation and evidence to the Director. This includes weekend conferences and training outside of normal work hours. If adequate explanation is not provided the Centre will deduct the cost of the training from the employee's next pay and disciplinary action will commence as per policy 4.8.

Individual staff will cover tertiary study costs unless costs are covered by traineeships or grants.

If further qualification through Network is sought by a staff member (who has previously completed a traineeship at HOOSH) but not in the capacity of a trainee, fee costs will be negotiated on a case by case basis by the Management Committee. An application may be placed in writing to the Management Committee to have fees paid from the balance of the traineeship grant to gain further OOSH qualifications.

The Management Committee will take length of service, conduct and a commitment to future employment at HOOSH into consideration.

Failing to complete studies in the time frame specified by the Australian Apprenticeship Centre may result in termination and ceasing work at HOOSH. If failure to complete course requirements the Trainee will reimburse HOOSH all course fees paid by HOOSH in relation to the traineeship.

4.6 STAFF REVIEW AND APPRAISAL

POLICY

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

PROCEDURE

A review will be undertaken after a period of three months in the position and at the end of the 6 month probationary period..

All staff have informal ‘touch base meetings’ on a regular basis.

The annual appraisal for the Centre Director will be conducted by the PMC using their format or the format used by the centre. Two committee members will be appointed to attend the appraisal meeting with the Director. The Director may bring a support person.

The Director and one committee member will attend the appraisal meetings for the Assistant Directors.

All staff will be informed of the formal appraisal system on acceptance of the position and given details in the orientation process.

Formal appraisals will then be conducted on an annual basis at the end of term two.

Staff and Management will agree with the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the Management Committee.

All staff will be given at least one weeks notification of an upcoming appraisal meeting and a convenient time arranged for both parties.

The appraisal system shall clearly state the expectations for each position and identify clear performance measures.

The appraisal system shall ensure two-way communication is maintained and is used as a positive avenue for improving staff performance. Professional constructive communication is expected.

The appraisal system can be used as a tool to identify future training needs of the staff.

At the completion of the appraisal an action plan will be developed identifying areas of training and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties.

Where it is identified that a staff member is performing at a competent level their achievements will be acknowledged and celebrated.

Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:

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- An action plan developed to identify areas for improvement; this will include a time frame for further review
- Training areas identified and put into place as soon as possible
- Support and guidance given to the staff to help them through the process and assist them in achieving the required standards
- The support can be given through the Director or the Management Committee Staff Liaison Officer
- A record made of the above, dated and signed by both parties
- Should no improvement be made by the next review then further action will be taken.

If the staff member is dissatisfied with the appraisal process, they should put their concern in writing asking for a review from the Management Committee Staff Liaison Officer.

4.7 GRIEVANCE

POLICY

We will maintain a positive working environment for staff and for the Management Committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practised at all times.

PROCEDURE

GENERAL GRIEVANCE PROCEDURE

On commencement, all staff and Management Committee members will be given the guidelines for grievance procedure.

To facilitate communication between staff and Management, the Management Committee will annually appoint one of its members as the Staff Liaison contact.

All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.

Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around HOOSH in a professional manner.

Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate. (See Discipline Policy)

Where possible, any problem, complaint or concern arising between staff or between Management Committee members should be dealt with by the persons as close to the event as possible in order to avoid an escalation of the issue.

The Director will be notified of any problem, complaint or concern between staff or Management Committee members.

Meetings of staff and/or Management Committee members provide regular opportunities to raise and discuss general issues or concerns about HOOSH. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.

Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, the Management Committee may decide to investigate those other issues.

FORMAL GRIEVANCE PROCEDURE

Where the resolution of a grievance has not been satisfactorily achieved through the general procedure, then a more formal approach should be taken.

The staff member should approach the Director or the Management Committee Staff Liaison officer in regards to their grievance.

The grievance/s will firstly be investigated by the Director or Management Committee Staff Liaison Officer as appropriate.

If the grievance cannot be resolved immediately, the following steps will take place:

- Interviews with both parties and/or witnesses
- An assessment of relevant documentation eg job descriptions, policies etc
- Preparation of a clear description of the issue
- An arrangement of a formal meeting between parties
- A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial, having no input to the content of the meeting, and will prepare a written record of the outcome/s of the meeting
- Where HOOSH cannot identify a suitably impartial person, the Management Committee will agree to invite a qualified mediator to assist.

The meeting will:

- Identify the issue/s of concern and persons who are involved
- Arrange all parties to be involved and to put forward their views
- Identify alternative solutions
- Attempt to reach a mutually satisfactory resolution of the issue/s.

At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting.

A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files. The neutral party will inform the Management Committee of the meeting's outcome.

The Management Committee will ensure that outcomes are included in job descriptions or HOOSH policies as appropriate.

If one party remains dissatisfied with the meeting's outcome then this should be put in writing to the Management Committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.

NOTE: Where the issue of grievance is between the Management Committee and staff and concerns standard of work performance or work practice, then this becomes a staff conduct issue and the Discipline Policy will be followed. Please see policy 4.8.

4.8 DISCIPLINARY ACTION

POLICY

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

PROCEDURE

It is important that staff are fully aware of their expectations as an employee of HOOSH and that clear guidelines are given regarding staff duties, Code of Conduct and professionalism.

The Director will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.

Staff are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.

Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.

Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.

Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.

The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however staff should be aware of the whole process.

Should staff fall below clearly identified standards, the Director or Management Committee will undergo the following steps.

STEP 1 CONDUCT DISCUSSION

- Have a discussion with the staff member as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description. The discussion will be documented
- Indicate what should happen to improve the situation and how the staff member can improve their performance
- Identify any support needed to assist the staff member to make the changes and take steps to implement these
- Give an opportunity for the staff member to respond to the concerns
- Let the staff member know that if their performance does not improve it will become a conduct issue

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

STEP 2 WRITTEN WARNING

(ONLY 1 WRITTEN WARNING IS GIVEN BEFORE DISMISSAL)

- Where the problem continues the Director will inform the Management Committee Staff Liaison Officer and seek approval to issue a formal written warning
- The staff member will meet with the Director to receive a written warning detailing the conduct or competency issues against them and given a copy of any relevant policies and a copy of their job description
- The issued warning will be minuted at a Management Committee meeting
- The aim of the meeting is to deliver the written warning and negotiate how the situation may be improved
- The staff member will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these
- Be informed of the date of their next performance review
- At this stage, the staff member will be informed in writing that termination will be considered if no changes occur. If this resolves the issue then there is no need to go any further.

STEP 3 TERMINATION OF EMPLOYMENT

- If a problem still continues after a written warning the staff member will be informed by the Director that they are not performing at a level expected of them and their suitability for ongoing employment at HOOSH is under review
- The Director will discuss the conduct issue with the Staff Liaison officer and seek approval to proceed with termination
- The staff member will be given the option of attending a special Management Committee meeting with the Director to discuss their employment. The employee will be given the opportunity to speak at the meeting and have union representation present or an agreed upon support person
- A meeting of the Director/Management Committee will be called and a decision made. If the Director/ Management Committee believes that the staff member's performance is unlikely to improve then the staff member will be dismissed. The Staff Liaison Officer will be in contact with the employee with the outcome
- A written notice will be given indicating the date of dismissal (two weeks from notice) and reasons for their dismissal. The staff member may be paid out in lieu of such notice.

DEALING WITH SERIOUS UNACCEPTABLE BEHAVIOUR

The Director or Management Committee will suspend the employee without loss of pay pending an investigation where a staff member in the workplace:

- Intentionally endangers life
- Is found stealing
- Has arrived for work after the recent consumption of drugs or alcohol (ref policy 4.4)
- Defamation of Centre, Management or staff
- Inflicts or threatens physical or sexual abuse or harassment.

The investigation is to be completed within 72 hours and an interview date determined.

If the employee is a union member the union representative will be informed.

The interview is to be attended by the Director, a nominated representative of the Management Committee, the person reporting the unacceptable behaviour and a support person or union representative if desired.

If the serious incident is unlawful the school principal is notified immediately and invited to be involved in the investigation process.

The employee is to be advised in writing the findings of the investigation and the action being taken.

If the employee is found to have behaved inappropriately and immediate termination is required, a dismissal notice will be issued immediately after the interview. When continued employment is recommended a warning letter will be issued and all relevant records will be recorded on the employees file.

If the employee is found to have endangered life or a person's wellbeing the Police will be notified. Notification will then be sent to the Department of Education and Care.

If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file and securely archived.

Where resignation or termination of employment meets the National Employment Standards and service Policies, all entitlements and time in lieu will be paid to the employee.

4.9 RELIEF/CASUAL STAFF

POLICY

We consider casual staff valued employees and aim to continue the quality of care in HOOSH by the employment of fit and proper persons for relief staff.

PROCEDURE

HOOSH will employ relief staff on a casual basis to fill short-term vacancies, staff absences and meet Centre ratios.

The Director will keep a register of relief staff, which will be maintained and updated regularly.

A file recording experience, qualifications and WWCC number will be kept with the register.

Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief staff list.

All relief staff will need to meet with the Director or Assistant Director, have referee checks and are deemed a fit and proper person to care for the children.

When no one from HOOSH's casual staff list is available to fill the position, the Director may contact another OOSH Centre to employ someone they recommend from their relief list or contact an agency.

A work agreement/job description clearly outlining their duties and expectations will be given to all relief staff employed.

An orientation will take place for the relief staff member by the Director/ Assistant Director, which will include a tour of HOOSH, introductions to staff, a copy of the staff handbook, job description for relief staff, Code of Conduct and copies of relevant policies. The Director will ensure that they are fully aware of their duties and HOOSH's expectations prior to commencement. (refer to policy 4.3).

Relief staff must adhere to all Policies and Procedures.

All relief staff will be paid the appropriate wage and minimum hours as outlined for casual staff under the Children's Services Award.

Casual/Relief staff are expected to attend all meetings where the whole Centre has been notified.

Training is offered to casuals at the discretion of the Director and conditions are as per the Training Policy 4.5.

4.10 VOLUNTEERS, STUDENTS AND VISITORS

POLICY

We will ensure the safe and proper care of the children in HOOSH by having clear guidelines for any person who enters HOOSH or is involved with the children in any way. Specific guidelines will be developed for all volunteers, students and visitors in HOOSH.

PROCEDURE

VOLUNTEERS – This includes adults and High School Students.

All adult volunteers must have a WWCC number and be interviewed by the Director, before they will be able to work in HOOSH.

Guidelines will be issued to volunteers, clearly outlining their duties and expectations of HOOSH as per the Parents/Visitors code of conduct.

The Director will provide a modified induction to HOOSH, which will include a tour of HOOSH and introductions to staff and children.

All volunteers, students and visitors will be required to sign on and off.

Volunteers, students and visitors will be expected to read the volunteers handbook.

Volunteers, students and visitors are not to discuss children's development or other issues with parents.

Volunteers, students and visitors must adhere to all areas of confidentiality.

Volunteers, students and visitors should never be left alone with or in charge of any children.

Volunteers, students and visitors will not be used to do tasks that the employed staff normally do.

Volunteers, students and visitors will be supernumerary when calculating basic staff to child ratios, except on excursions.

STUDENTS

Placements will be offered to:

- High school students who wish to gain work experience as part of a school program. The participating school must initiate the work experience, identify the students' suitability and work with the Director in relation to times and expectations. The school must provide written authorisation for the student and have all relevant insurances. This will be kept on file
- Students must be attending a registered training organisation and studying a relevant field, such as childcare, teaching, recreation or community services. The training organisation must initiate the placement, identify the students suitability and work with the Director in relation to times and

expectations. The training organisation must provide written authorisation for the student and have all relevant insurances. This will be kept on file

- Duke Of Edinburgh students must provide supporting documentation including required hours, duties and insurance.

All placements will be negotiated through the Director and placement will be only accepted on the discretion of the Director based on issues such as staff ability to supervise and be available to help the students.

If the Director accepts the placement, the Management Committee will be notified at the next meeting.

Students should:

- be provided with guidelines identifying their responsibilities, expectations and Code of Conduct while at HOOSH
- be made aware of relevant policies such as behaviour guidance
- not discuss a child's development or other issues with the parents
- adhere to all policies concerning confidentiality
- never be left alone with or in charge of any children
- not be used to do tasks that the employed staff normally do.

VISITORS

Visitors may be invited to HOOSH to stimulate the children's program.

Visitors could include local people or parents with a skill or ability to share with the children or staff or local community resources such as Police, Fire Brigade etc.

All other visitors must make an appointment to see the Director at a convenient time.

Professional access to HOOSH will be at the discretion of the Director or Management Committee or when required by law to do so.

Professionals include employees of the DEC, union representatives, State and Federal Government Departmental Officers, Work Health and Safety inspectors, Building Inspectors and Police Officers.

Any unwelcome visitor will be calmly asked to leave HOOSH. If they refuse, the Director or a staff member directed by the Director will call the Police for removal.

No staff member is to try to physically remove the unwelcome person, but try to remain calm and keep the person calm as possible.

Implement the Centre's lock down procedure if the situation becomes unsafe. (See Lock Down Policy 3.8).

All volunteers, students and visitors must adhere to the **PARENT/VISITOR CODE OF CONDUCT**.

In relation to children, the Centre, staff and other families all parents, volunteers, visitors and Students will:

- **Respect and adhere to the Core Values of HOOSH - CARING, HONESTY, RESPECT & RESPONSIBILITY**
- Respect the behaviour guidance practices of HOOSH and will leave the discipline of children to Centre staff

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- Speak in a respectful and appropriate manner – will not swear or use abusive language to anyone at the Centre
- Not slander the Centre or staff on social media
- For parents and visitors collecting children- only interact with children other than your own if approached by the child and always make sure these interactions are positive and friendly
- Wear appropriate clothing that does not have explicit language or pictures
- Not be under the influence of alcohol or illicit drugs when collecting their child or visiting the Centre
- Respect the property of HOOSH and users
- Respect and acknowledge the cultural diversity of HOOSH
- Acknowledge and read HOOSH Policy and Procedure Booklet and follow the policies and procedures
- Have input into the program
- Develop positive relationships with staff
- Accept accountability for their behaviour
- Visitors at the Centre for any other purpose other than collecting children will sign the visitor log
- Follow this code of conduct.

4.11 STAFF TO CHILD RATIOS

POLICY

We believe that the staff to child ratio is an important factor in determining the quality of care that we provide. We will adjust our ratios to ensure adequate supervision for each activity and excursion. Adequate supervision is determined by completed risk assessments.

PROCEDURE

STAFF TO CHILD RATIOS

The staff to child ratios as outlined in the Regulations will ensure there is 'adequate supervision' this will be determined by the Centre Director based on completed risk assessments for each activity and excursion.

A guide for ratios to ensure adequate supervision is as follows:

- At the Centre, 15 children to one staff member
- Eight children to one carer for excursions
- Five children to one carer for swimming
- A staff to child ratio of one to ten for programmes which integrate children with additional needs
- A staff to child ratio of one to five for programmes which are specifically for children with additional needs
- Increased ratios will be implemented for integrating children who have not yet started school and for higher risk activities.

MINIMUM STAFF NUMBERS

There will be a minimum of two staff members present at all times.

When staff are sick or unable to attend work, appropriate relief staff will be employed to meet the ratios.

For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves HOOSH.

Staff ratios may be met by including volunteers over 18 years, parent helpers and coaches/instructors.

If a relief staff member is unable to be obtained, suitable volunteers may then be employed on a casual basis to cover the numbers.

Students or junior staff under the age of 18 years will not be counted as part of the staff to child ratio at any time but may still be included in the program.

4.12 INTERACTIONS

POLICY

We will encourage positive and open communication between all parties involved in HOOSH.

Staff, parents and Management Committee members will be made aware of appropriate communication avenues and procedures.

PROCEDURE

STAFF / MANAGEMENT INTERACTIONS

Staff and members of the Management Committee are to treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

The Director is the main line of communication between the staff and the Management Committee.

Staff can raise any issues with the Management Committee through the Director. The Director will ensure that this is drawn to the Management Committee's attention through the monthly report.

Where necessary, staff will be invited to the Management Committee meeting to discuss their concerns.

Where the matter is seen as urgent the Director may raise the issue with the Management Committee prior to the meeting and discuss if there is a need for immediate action to be taken at that time.

If staff have an issue they do not wish to address with the Director they may personally write to the Management Committee Staff Liaison Officer identifying the problem and asking for the help of the Management Committee.

The issue should be raised at the next Management Committee meeting. The staff member involved will be asked to attend the meeting to personally discuss the issue.

Where there is a distinct conflict between a staff member and the Management Committee the staff member or Management Committee can act on this as per the grievance and complaints procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

STAFF/PARENT INTERACTIONS

Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.

Staff and parents will treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

Staff will not be judgemental towards the parents and respect their need to use childcare.

Staff will accept parent's individual differences in raising their children and in all cultural issues.

Staff will ensure parents are greeted and farewelled in all sessions.

Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything positive relating to their children as an ongoing process. This could be praise about the child's day or activities.

Any problems the child might have had in the day or issues of behaviour must be left for the permanent staff to discuss with the parent and if possible permanent staff should first inform the group supervisor. Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.

Staff will regularly talk to parents about the child's cultural, ability, adjustment needs and celebrations and respond to these.

When parents contact HOOSH to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing.

Conversations will be maintained at a positive level.

Communication with parents will be maintained in a variety of ways such as:

- Greeting and farewelling
- Personal conversations
- Notice boards
- Parent handbooks
- Newsletters
- Group emails
- Information from the Management Committee
- Kinderloop.

Staff will ensure that parents are fully aware of all lines of communication, and ensure these are followed.

Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.

Parents are expected to acknowledge and greet staff.

Parents are required to treat the staff with respect at all times.

Parents and staff are requested to maintain confidentiality at all times.

Parents are required to adhere to the Parent and Visitors code of conduct (Policy 1.12)

STAFF / CHILD INTERACTIONS

Staff and children are to treat each other as per the Centre's core values of Respect, Caring, Honesty & Responsible.

Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for HOOSH.

Appropriate language is to be maintained at all times.

Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.

Staff will be supportive, encouraging and communicate to children in a friendly, positive and courteous manner.

Staff will greet and farewell children each session.

Staff will initiate conversations with all children and develop an understanding of the child and their interests.

Staff will give praise and positive feedback to the children as often as possible.

Staff will form friendly and warm relationships with the children in their care.

When communicating with children staff will ensure that they are understood and will communicate at the child's level.

Children will never be singled out or made to feel inadequate at any time.

Staff will not threaten or verbally abuse the children in any way.

Staff will make all necessary adjustments to programs and activities for inclusiveness and differentiation of all children's needs.

STAFF / STAFF INTERACTIONS

Staff members are to treat each other as per the Centre's core values: Respect, Honesty, Caring and Responsible.

Appropriate language is to be used between staff at all times.

Staff are expected to work together as a team and be supportive of each other in the workplace.

Staff will make all necessary adjustments for inclusiveness and differentiation of all staff needs.

Staff meetings are appropriate times to raise matters of interest or concern to other staff.

The Director will allow for staff to raise any concerns or place matters to be addressed on the meeting agenda.

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Staff are expected to read minutes of staff meetings and to take notice of changes to HOOSH policy and procedures.

Staff are to read the daily communication on the HOOSH Facebook page prior to the commencement of each roster.

Staff will familiarise themselves with the content of all notices displayed around HOOSH.

A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter.

If the matter remains unresolved, then the grievance procedures will be followed.

Staff should not unnecessarily involve parents or other staff members in their matters of grievance or complaint.

Centre gossip is NOT respected by employees nor is it respectful.

4.13 RESPONSIBLE PERSONS AND EDUCATIONAL LEADER

POLICY

At HOOSH it is our policy to ensure there is a 'Responsible Person'(RP) present at the Centre at all times. We will ensure an 'Educational Leader' is allocated to supervise the implementation of the framework for school age, My Time Our Place. A Responsible Person is determined by the guidelines set out in the National Law and the Education and Care Services National Regulations 2011.

PROCEDURE

A 'RP' can be:

- the Approved Provider (or person in management or control), or
- the Nominated Supervisor, or
- an RP who has consented to be placed in day-to-day charge.

The RP in charge may change throughout the day and must be noted. This requirement will be met on a whiteboard in the entrance area and on the staff sign in sheets.

We will not operate the service unless there is a Nominated Supervisor. The Centre will appoint a person who holds a supervisors certificate to be appointed as the Nominated Supervisor. The supervisor must accept the nomination in writing and keep it on file with the staff records.

Prescribed information about the Nominated Supervisor must be kept in the staff record. The Approved Provider must notify the Regulatory Authority if the Nominated Supervisor for the service changes. The Nominated Supervisor does not need to be in attendance at the Approved Service at all times. When the Nominated Supervisor is absent from HOOSH, another staff member with a Supervisor Certificate can be placed in charge on an acting basis.

There is always someone in charge on the premises who has been assessed as fit and proper.

The Centre allocates the preferred supervisors at the Centre in the following order, assuming the staff member holds a supervisors certificate:

- Centre Director (Nominated Supervisor)
- Assistant Directors (full time and part time)
- Senior Assistants
- Permanent Assistants
- Management Committee Member Chairholders.

The RP will accept this responsibility in writing and be kept on file in the staff records.

The RP placed in charge will be displayed at the Centre entrance and acknowledged in writing on the sign in sheet.

The Centre will have a designated Educational Leader (EL). This will be appointed in writing and filed in the staff records.

The EL will be appointed to lead the development and implementation of the educational program in the service. This staff member will have a thorough understanding of the Framework for School Age Care to be able to guide other educators in their planning and reflection, and mentor colleagues in their implementation practices.

The EL responsibilities might include:

- leading and being part of reflective practice discussions about practice and implementing the learning framework
- mentoring other educators by leading quality practice
- discussing routines and how to make them more effective learning experiences
- observing children and educator interactions, and making suggestions on how to improve interactions and intentional teaching
- talking to parents about the educational program
- working with other professionals such as teachers and school councillors
- considering how the program can be linked to the community by working with other community services such as Aboriginal Elders or sporting organisations
- establishing systems across the service to ensure there is continuity of learning when children change groups and in their transition to school
- assisting with documenting children's learning and how these assessments can inform curriculum decision making.

4.14 EMPLOYEE EVENTS AND FUNCTIONS

POLICY

HOOSH values staff down time and wellbeing. To enhance engagement and team bonding the centre offers opportunity for employees to enjoy the benefits of work functions/events. The Director will organise functions/events accordingly and in line with the annual budget set by the Management Committee. Employees are to behave in an appropriate manner whilst attending work functions/events.

PROCEDURE

Within the allocated budget, each year HOOSH will hold 4 functions/events for employees. This may include, but is not limited to:

- Term 1 meet and greet function/event
- Mid-year team building function/event
- Term 4 employee Christmas function/event
- Annual employee award breakfast (usually held at the end of Term 4).

Depending on the location and nature of the event the Director will determine if transport is provided. Group transport costs are included in the event and within the allocated budget. If transport is not provided employees are responsible to get themselves to and from the event/function. Individual transport costs are at the individual's expense.

Whilst attending a work function/event the Harbord OOSH employee code of conduct will apply. It is the responsibility of all employees to act responsibly, drink responsibly and ensure the Centre's high-quality reputation is maintained. Food will always be served at work functions/events as well as non-alcoholic drinks. The employees are reminded of their obligations and the following applies to all work-related functions/events:

- Employee Code of Conduct is to be followed (see policy 4.4)
- Harassment and discrimination will not be tolerated. A work function/event is no excuse for harassment, bullying or misconduct by or to anyone at any time.
- WHS will be maintained.
- Social Media. Staff are to be aware of what and whom they are posting on social media and need to request permission from persons in the post. Posts should be in a professional manner and not put themselves, colleagues, and the Centre into disrepute.
- Confidentiality is always to be maintained (see policy 1.18)

A breach of these obligations will be subject to disciplinary action as per centre Policy.

Any incident involving injury or damage to property must be notified to the Centre Director as soon as possible.

The Centre Director will ensure the function/event start and finish times and location/s are clearly stated. At functions where alcohol is being consumed, the Centre Director or an Assistant Director must be in attendance at all times

The use of illegal drugs is always prohibited during work functions/events. An employee who appears highly intoxicated or under the influence of illegal drugs will be asked to leave. WH&S procedures will apply. If individual transport is required to leave a venue early the employee will be responsible for this cost.

If alcohol is served at a licensed or non-licensed venue e.g. picnic ground, a modest amount of alcohol may be supplied (2-3 drinks).

Underage employees are not included in functions/events that have access to alcohol.

HOOSH encourages employees to choose public transport and/or organised transport if they are consuming alcohol.

HOOSH staff are responsible for their behaviour during and after any work functions or events.

Notice of employee functions/events will be from the Centre Director.

Social gatherings organised by an employee to see colleagues are not considered an employee function/event.

SECTION 5-THE PROGRAM

5.1 DAILY ROUTINES

POLICY

We will provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development. Our routines will ensure the Centre is striving to meet all the principles, practices and outcomes in the My Time Our Place Framework for School Age Care. As HOOSH is the child's time for play and leisure, this will be reflected in the daily routines.

PROCEDURE

A daily routine will be discussed and organised by the staff in consultation with children and families.

The routine will reflect HOOSH's philosophy of care and the service policies.

The routine will be structured around regular events of the day such as arrival, departure, school drop off and collection, morning and afternoon tea, and lunch during Vacation Care and Pupil Free Days.

The routine will take into consideration all children's needs in relation to their emotional, social, physical and creative development.

Our routines which allow for free choice, structured play, indoor and outdoor activities, large and small groups, staff initiated and child initiated ideas, natural and man-made materials and learning experiences will ensure children meet the My Time Our Place curriculum for school age care as follows:

- Have a strong sense of identity
- Are connected to and contribute to their world
- Have a strong sense of wellbeing
- Are confident and involved learners
- Are effective communicators.

The routine will be adapted to meet the varying and changing needs of the children in relation to before school, after school, pupil free days, vacation care and seasonal conditions.

The routine will be recorded and displayed where staff, children and parents can clearly see on electronic photo frames and communicated through Kinderloop and the weekly e-newsletter .

The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment at HOOSH.

The routine may include regular excursions during our After School Care program.

Staff will regularly reflect on current routines and practices and strive for continual improvement.

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5.2 WRITTEN PROGRAMS

POLICY

We will develop and implement a balanced program that is stimulating, interesting and exciting which allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. The HOOSH program will reflect the My Time Our Place curriculum and the diversity of our community. Children and parents are encouraged to be actively involved in the planning and implementation and evaluation of the program.

PROCEDURE

The Director and staff members will be responsible for the development of a child Centred program, which reflects the philosophy of HOOSH and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending.

Programs will be developed and recorded for all aspects of HOOSH-Before School Care, After School Care, Pupil Free Day Care and Vacation Care.

A written program will be prepared and displayed for children and parents to see.

The EL will ensure the staff are creating programs that meet the My Time Our Place Curriculum and will reflect the individual needs of the children.

Staff will be allocated time each week to fulfil the task of programming as part of their duties.

Training in children's programming and activities will constitute part of staff development and be included as an item in the HOOSH's budget each year.

Children and parents are encouraged to incorporate their views, ideas and specific interests into the program.

Staff will encourage feedback and input from children and parents in relation to the program.

Staff will ensure parents are aware of their child's participation in the program by keeping records of their child's involvement whilst they are at HOOSH.

Staff will regularly talk to parents concerning their child's interests and activities and respond to parents suggestions, requirements and expectations.

Children will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, group meetings and planning.

All parents and children's opinions will be considered.

A written program for Vacation Care indicating excursions and times will be provided for the parents prior to the Vacation Care starting.

Where possible the program will be flexible to meet the needs of the children and allow for spontaneity and enjoyment at HOOSH.

Staff will take every opportunity to interact with children and extend upon their learning and where appropriate participate in activities encouraging children to try new experiences.

The program will be evaluated on an ongoing basis to ensure it is meeting the needs of individual children and the families at HOOSH.

Special group activities for older children will be organised as part of the program according to need and interests.

For variety and stimulation, excursions and incursions will also be organised as part of the program.

By adopting a holistic approach and our devotion to the My Time Our Place curriculum enables us to create a program that:

- Promotes the importance of play in the child's life
- Reflects the cultural and language diversity of the local and wider community
- Considers all developmental areas
- Considers the age range of children
- Considers individual and group interests, needs, skills, talents and abilities
- Be balanced providing a range of indoor/outdoor activities, quiet/active times and areas and structured/unstructured activities
- Provides a variety and choice of activities for the children
- Be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills
- Provides a variety of toys and equipment available to all children regardless of age or sex
- Fosters children's independence and self-help skills
- Fosters friendships and encourage co-operative and responsible behaviour among children
- Provides children with opportunities for self-expression and self-direction
- Provides an environment, which will foster the child's sense of identity and wellbeing
- Helps children develop self-discipline skills through positive example and direction
- Helps children to appreciate and care for each other and their surroundings
- Makes the children feel welcomed and valued at HOOSH.

5.3 GENDER EQUITY

POLICY

We will help the children develop their full potential regardless of their gender. All children will be treated equally and provided with the same access to all materials and equipment. This will be modelled by the Centre Educators.

PROCEDURE

Staff shall accept and value every parent, family and child regardless of identified gender or ability.

Staff are to be aware of the way in which they treat individual children in regards to language, attitudes, assumption and expectation and will treat all children in the same manner regardless of gender.

Staff are to be aware of the way in which they treat individual parents and each other in regards to language, attitudes, assumption and expectation and will treat all people in the same manner regardless of gender or lifestyle.

The program will present positive experiences for the children which are not based on gender biased stereotypes.

All children will be encouraged to try a variety of activities regardless of gender.

Resource materials and equipment used at HOOSH will, as far as possible, be non-stereotyped.

Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite gender.

Staff will be actively involved in a variety of activities regardless of gender.

Every effort will be made to employ staff, relief staff and volunteers both male and female.

5.4 CULTURAL RELEVANCE AND ANTI-BIAS

POLICY

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

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

PROCEDURE

Staff shall accept and value every parent and child regardless of race, cultural background, religion, gender, ability or sexual preference of parents.

Staff will make themselves aware of the specific cultures represented in the families and general community of HOOSH.

No discrimination will be made against any family or child due to their culture, race or sexual gender? Tan preference.

Staff will not be judgemental towards the parents and respect any differences in childcare practices (with the exception of child protection or health concerns).

Staff will ensure parents have confidence in HOOSH's quality of care for their child by seeking information regarding their cultural issues.

Staff will encourage feedback and input from parents in relation to the program, policies or other issues in HOOSH, which are affected by the families' culture or race.

Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Where possible, all staff will undertake training and share information regarding the various cultures in the Centre. Staff will ensure this is reflected in the program.

Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and to incorporate this into the program.

Staff will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.

Contact should be made with the Inclusion and Support team in the local area for assistance and ideas.

Where needed, parent information will be translated into other languages.

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Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

Staff shall research and gain ideas regarding appropriate activities to be incorporated in the program.

Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.

Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the differences in our society.

All activities at HOOSH will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.

5.5 EXCURSIONS

POLICY

We believe that excursions are an essential part of the HOOSH program as they provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities.

Parent's permission will be sought for all excursions. Children on excursions will be ensured proper supervision and care for the full duration of the excursion. All National Regulations and adequate staff to child ratios will be maintained.

PROCEDURE

PLANNING

A full risk assessment will be completed on all excursions and incursions. The risk assessments will be emailed to the insurance company upon request and the School Principal prior to confirmation. Once confirmed the risk assessments will be kept at the Centre and on the HOOSH website.

Planned excursions will take the following action and consideration:

- The children's ages, capabilities and interests
- Ways to maximise the children's developmental experiences
- Safety
- Suitability of the venue and access including wheelchairs if required
- Access to food, drink and other facilities
- Weather conditions, which would make the venue unsuitable
- The specific clothing and equipment needs of the children
- Travel arrangements needed
- Staff are to thoroughly research the venue before undertaking the excursion to ensure that it is suitable, safe and accessible by all. Staff will phone venue ahead when special requirements are needed
- Staff will consider not just wet weather, but cold or hot weather conditions when making plans for excursions and the final decision to continue with the excursion.

PLAN 'B' EXCURSIONS

Alternative arrangements may be made for adverse weather conditions or other extenuating circumstances for Vacation Care excursions. The 'plan B' excursion will not involve swimming, animals in a circus/show, be changed to a long distance bus ride etc. Considerations for 'plan B' excursion include budget, age appropriateness and availability. 'Plan B' excursions are at the discretion of the group supervisor.

AUTHORISATION AND NOTIFICATION

Where possible a minimum of 24 hours notice will be given to the parent or guardian regarding any excursions. All excursions will be published to all parents with full details of destination, times of departure and return and what the children should bring.

By booking via the Xplor Parent Home APP this is considered as excursion permission for each specific excursion that has the details below indicated:

- Date
- Time
- Cost
- Proposed destination
- Method of transport (coach if travelling on a freeway for more than ten kilometres)
- Activities involved and staff ratios for the activity
- Contact number if possible
- Child's name
- Parent/carer's name and signature.

Excursions to locations visited on a regular basis such as the local park or playground or the local library may be undertaken without individual excursion forms when parents have previously given general permission for these activities on the enrolment form.

A notice will be displayed on the HOOSH website or at HOOSH Centre which indicates:

- The destination of the excursion
- An itinerary and timetable
- Contact phone numbers.

TRANSPORTATION

Steps will be taken to ensure that all excursions comply with transport legislation and regulations.

The transport policy will apply in relation to travelling to and from any venue.

All staff, relief staff, volunteers and carers on the excursion will be made aware of the transport and procedures for supervising and assisting children while travelling in public or private transport or on walking excursions.

Particular attention will be made to assist children when boarding or departing from public transport and when walking with children across roads or in crowded areas.

STAFF RATIOS AND SUPERVISION

The staff to child ratios to meet the 'adequate supervision standards' as outlined in the regulations will be determined by the Centre Director after reviewing the risk assessment, however, in most circumstances the ratios will be:

- Eight children to one carer for excursions
- Five children to one carer for swimming excursions.

Responsible adult volunteers over the age of 18 and coaches/instructors may be included in adult to child ratios on excursions.

Parents may be invited to assist.

Supervision is of utmost importance and must be maintained at all times.

Children will be at all times in the care of a responsible adult.

A delegated supervisor will be appointed and have overall responsibility for the excursion.

It is the responsibility of the supervisor to maintain head counts at appropriate times.

Bush walking excursions will only be undertaken in well-known areas. Children and staff must remain on defined paths and be instructed in bush safety including what to do in case of a fire or if separated from the group.

Swimming excursions will be undertaken in public pools, natural calm waters or water parks.

Swimming/surfing in the ocean is only permitted where there is a planned surfing activity with trained surfing coaches.

Parents are to indicate their child's swimming ability for children who wish to swim on an excursion via the excursion booking form or any additional form.

Prior to the excursion:

- Staff will be given the compulsory HOOSH work uniform
- Staff will be informed of their roster and excursions they are attending and what they will need to bring
- Staff will be informed of what children in their group have any medical conditions
- Staff will be reminded of the sun safety policy
- Staff will be informed of any findings of the Risk assessment that may impact the excursion
- Staff and children will be informed of safety procedures in regards to transportation
- Children will be placed in small sub groups of approximately five or eight and the names of the children in the group written down for the staff member supervising that small sub group.

For swimming excursions:

- From October to March children and staff must protect themselves by wearing rash vests when swimming and wearing hats and applying sunscreen at all times
- Children who do not wear a rash vest will not be permitted to swim
- Staff will keep a written record of sunscreen application times for each child from October to March during the hours of 10am and 3pm
- A minimum of an SPF 30+ sunscreen will be made available in HOOSH for staff and children all year round.

Whilst on the excursion:

- No changes to the excursion itinerary will be made unless it is in the best interest of the children's safety and wellbeing
- All children will carry/wear identification indicating HOOSH's name & contact number. Under no circumstances should children have their names on badges.

Information and equipment to be taken on the excursion will include:

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- A list of all children on the excursion, with relevant personal details and carer contact numbers (a list of children on excursions will also be kept at HOOSH)
- A phone and device with a data SIM card to assist with roll call and record keeping
- A list of all relevant and emergency procedures and contact numbers, to be readily accessible to all staff at all times
- A fully stocked portable first aid kit with accident/incident reports and any medication needed with signed medical authorisation forms
- Sunscreen.

HOOSH's emergency, accident, illness and medication, sun protection policies will be implemented on excursions as required.

All children will be instructed regarding expected behaviour on the excursion and what to do if they are separated from the group.

The excursion may be cancelled in extreme weather conditions at the discretion of the Director.

Outdoor excursions must be cancelled in the event of an electrical storm.

We will have at least one staff member with a first aid certificate who is also trained in CPR, asthma and anaphylaxis treatment on all excursions.

5.6 SUPERVISION

POLICY

All permanent and casual employees are responsible for the safety and supervision of all children. The safe supervision of all children will be maintained whilst in and out of the HOOSH Centre. Supervision will comply with the Law and Regulations and will be adapted appropriately to meet the needs of all age groups taking into consideration the environment and conditions. Supervision includes protecting children from harm and hazard whilst engaging in meaningful interactions.

PROCEDURE

All children are informed of boundaries when starting at HOOSH. Children are regularly reminded of boundaries during roll call meetings.

If a child is playing 'out of sight' they are considered 'out of bounds' and are to be told to play where they are visible to staff. Children in years 3 and over may be exempt from this rule in some situations approved by the Responsible Person.

Staff must engage with the children whilst supervising.

Kindy group children wear coloured vests for easy identification and visibility.

Parent discussions upon enrolment and weekly and daily staff meetings are held to identify and discuss children's abilities to follow instructions and behaviour in regards to remaining within boundaries.

Children identified as a 'flight risk' are placed under tagging supervision and their school bags are kept in the HOOSH office. Tagging supervision is when a child is announced on a walky talky when leaving an area and then announced when they have arrived at the area.

Staff have allocated roles for each shift and routines are clearly identified on the routine chart placed around the Centre for staff viewing. Wet weather routines are discussed at the start work meeting and are displayed.

Each group has designated permanent staff to ensure consistency and familiarity with the children.

Play zones are displayed for staff to view designated areas to be positioned.

Children in our 'Club BK' program that have signed the agreement/contract are allowed to be under 'periodic supervision during an organised game or small group activity'. Periodic supervision is where a group of older children have been given permission to play in an area not directly supervised by staff for a designated activity. The designated 'Responsible Person' needs to approve any periodic supervision. These

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children are checked on periodically by staff. When children are playing, staff must be aware where children are at all times and what they are doing.

Work related discussions with fellow staff members should be kept brief and if needed followed up at a time when the staff member is not allocated to supervise.

Personal discussions between staff should be brief, appropriate and only at times where the environment is low risk, play is calm and staff to child ratios are well over regulatory requirements - such as 2 staff to 15 children.

Whilst we value blocks of uninterrupted non structured free play, all groups have programmed organised staff run group games to help with supervision.

RATIOS

- A 1-15 ratio is maintained over the whole centre numbers throughout the course of a session.
- Identified high risk activities will incur increased ratios
- When possible Children in years K and 1 will maintain a 1-12 ratio in their designated play areas whilst at the Centre.
- Ratios are monitored by regular communication between supervising staff and 'floater' staff.
- Ratios are increased for excursions with consideration to the children's age and identified risk.

DESIGNATED ZONES

- Kindy children play in the top equipment area or their room (the Multi-Purpose room) Kindy children are not to play in other rooms.
- Kindy, year 1 and year 2 children have designated green court games and hall games times.
- Year 1 and Year 2 are combined in the Bristol 1 building.
- Year 3 to 6 children play in the garden of tranquillity, synthetic grass area and Open Basketball Court and have designated play time in the top equipment area
- The hall and all other outdoor play areas are only permitted for staff run activities.
- Years 3, 4, 5 and 6 Children are combined in the Bristol 2 building.
- Under supervision the Canteen COLA is used for free play and structured staff run activities.
- Risk assessments are completed for designated play zones and rooms.

OUTSIDE SUPERVISION

- Staff will follow our CSI motto for supervising.
Circulate around the area.
Scan all the children so you are aware of who is playing where and what.
Interact with the children in conversation and games.
- Staff will focus on large group rather than small group activities.

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- Designated supervision placements ensure effective supervision of toilets, behind buildings and exit points.
- Ensure adequate space is provided for large group/sports activities.
- Ensure high risk activities are planned in areas that allow for clear supervision.
- Communicate with other employees regarding supervision areas and inform them when leaving a supervised area
- Be aware of what children have been collected and dropped off ensure all parents are greeted on arrival and departure
- Risk assessments are conducted for all high risk activities

INSIDE SUPERVISION

- Staff will follow our CSI motto for supervising.
Circulate around the area.
Scan all the children so you are aware of who is playing where and what.
Interact with the children in conversation and games.
- Create a safe environment free of hazards that is calm and controlled staff will encourage children to respect and pack away equipment
- Ensure experiences that are planned have adequate space.
- Ensure activities are not conducted in walkways or behind doors.
- Staff interactions will maintain a fun yet calm environment
- Create a calm and controlled environment that does not allow running around inside and encourage the use of ‘inside voices’.
- Keep children engaged, staff should communicate, participate and assist with children’s games and activities.
- Staff engaging in one to one interactions will still focus on the whole group.
- Be aware of what children have been collected and dropped off and ensure all parents are greeted on arrival and departure
- Ensure high risk activities are planned in areas that allow for clear supervision.
- Risk assessments are conducted for all high risk activities

SUPERVISION DURING TRANSITIONS

- Staff will be spaced out around the areas to ensure supervision coverage.
- A ‘floater staff member’ is allocated each shift to float around the areas to ensure children do not stray out of bounds. The floater staff will regularly monitor thoroughfares.
- Staff will position themselves in exit areas when possible.
- When a child in Kindy is transitioning in the dark they will be escorted by a staff member or older child.

WET WEATHER SUPERVISION

- All groups are allowed to watch movies in wet weather.
- Staff will be positioned to supervise thoroughfares for wet weather transitions.
- Canteen COLA will be used for Group games
- School Hall will be used for group games
- Hall Veranda will be set up for special activities reserved for wet weather days only, such as: Hama Beads, Sand Art, Loom Bands, Plaster Painting etc.

TOILETING

- HOOSH toilets are opened and checked at the start of the shift for hazards.
- Children in years K to 1 are encouraged to go to the toilet in pairs at all times.
- Children in years 2 to 6 are encouraged to use the toilet in pairs when dark.
- Adults are not to use children's toilets this includes staff and parents etc.
- When locking children's toilets they are checked for children before locking.
- When not at the Centre public toilets should be inspected by staff before use.
- On excursions all children should visit the bathroom in pairs.
- On excursions for children in years two to six a staff member should accompany children to the bathroom and wait outside.
- On excursions for children in years K to one staff should accompany children to the toilets and wait inside if appropriate or just outside if not suitable.
- Staff are not to enter a toilet cubicle alone with a child.
- If a child needs assistance in a cubicle two staff are to be present.
- If children are undressing/dressing after a swimming excursion in a public changeroom and non OOSH employees are in the change room, staff should accompany children and stay inside the change room.
- In a situation where only HOOSH children are using the changeroom, a staff member can be present and should position themselves just outside the door.
- Staff are to use private cubicles to undress.

SUPERVISION ON EXCURSIONS

- Whilst on excursions the staff to child ratio is adjusted to provide for adequate supervision
- Staff are to focus interactions on the children not fellow staff
- Staff are to be aware of the risk assessment and any hazards identified for the venue
- Staff are to ensure children remain in the safe areas permitted and in close proximity to staff
- Staff should accompany children to public toilets and shops where possible and make sure children never go alone – See toilet section above.
- When travelling on a bus staff are to position themselves in various places on the bus to ensure close proximity to all children. Staff need to ensure children are seated at all times
- In a show or movies situation staff should position themselves so as to see the group and inform the children where they are

Staff are to be aware of the levels of enjoyment experienced by the children and where possible make adjustments to the program to ensure the children are happy.

**Refer to our Excursion Policy for more details*

STAFF

Staff will be reminded regularly at start work meetings and staff meetings to follow centre supervision procedures.

Staff will be allocated to supervise groups based on experience, qualification and knowledge of the children.

Staff will be instructed to watch for indicators that may lead to play being redirected or interrupted.

Staff will be made aware to notify when there is a high risk activity and supervision may require increased staff to child ratios.

Staff are made aware of the play areas requiring regular supervision as part of their orientation process.

Staff are asked for feedback regarding employees that may need further training in supervision.

5.7 TV, DVD, GAMES AND FILM POLICY

POLICY

TV, DVD's and films can be used as part of the program of activities after thoughtful consideration relating to the content and message of the material. Staff will ensure all material is suitable for the children's ages and that parent's permission has been given for PG movies.

PROCEDURE

TV shows, DVD's, games and film will have a G or PG rating and be researched by staff and approved by the Director/Assistant Director.

TV shows, DVD's, games and films may be planned as part of a balanced program of activities. They could highlight a particular activity or interest in the program.

They are not a daily activity in the After School Care program. They are considered a daily activity in the Before School Care program.

The 'Club BK' children should have permission notes signed on the 'Club BK' agreement permission slip by parents for the viewing of any PG movie.

Parents should sign a consent form when staff are taking children to see a film at the cinema.

Parents are notified via kinderloop of the Netflix show or the DVD's that are screened at HOOSH.

Children should continue to be provided with other activities during the showing of a DVD and be properly supervised, even if the majority of the children are attending the viewing.

5.8 Caring For the Environment

POLICY

We aim to provide a program that will encourage children to foster a love of the environment and participate in local environmental issues. We aim to provide a program that practices and promotes the many ways in which we can reduce the day to day impact on the global environment at HOOSH and the local community.

PROCEDURE

HOOSH has a “Green Team’ subgroup . Their role is to actively research and inform others of local environmental issues or projects that HOOSH could take part in.

Our weekly staff meeting has an ‘sustainability’ allocation on the agenda to ensure we are constantly evaluating how HOOSH can minimise its impact on the environment which can include the following:

- We recycle paper goods through the schools recycling system
- We use composting for our fruit and vegetables
- We recycle plastics, glass and tin within HOOSH using the local councils recycling facilities
- Through Planet Arc, we provide a recycling facility for ink cartridges for HOOSH and families
- We display signs, pamphlets and children’s activities aimed to raise awareness of good environmental practices
- We use recycled materials for craft as part of our regular weekly craft program. We encourage families to bring in recycled materials for HOOSH craft activities
- To help children feel a connection to the outside world we have a program that encourages outdoors activities to promote an interest in nature, animals and the environment
- We regularly remind children not to waste water or electricity through informal discussions and posters.
- We encourage and provide incentives for the children to reduce the litter in our local environment
- We give children responsibilities in regards to eco-friendly projects at the Centre such as composting, recycling and gardening.
- We regularly support animal welfare organisations.

5.9 WATER ACTIVITIES

POLICY

HOOSH encourages children to explore their environment and experience a range of challenges that are age appropriate. In line with the My Time Our Place Framework we offer a variety of water activities. These experiences are provided with safety and hygiene considerations being the main priority. When planning and implementing water activities, further considerations are; the educational value, impact on the environment and the child's enjoyment.

PROCEDURE

For all outdoor water experiences children and staff will adhere to the Centre's Sun Protection policy (3.9). Ensuring sunscreen is provided, hats are worn, shade sought if possible and protective clothing worn. As per the Centre's Food and Nutrition policy (3.6) clean drinking water will be accessible. Any buckets of water that may be used for cleaning or hand washing will not be left unsupervised near the children and will be emptied immediately after use.

Risk assessments are developed for internal and external water experiences.

Hot water taps have a safe maximum temperature control.

Staff will ensure hot beverages will be consumed in the provided 'travel safe' mugs with lids.

EXTERNAL WATER ACTIVITIES

A risk management plan will be undertaken for all excursions near or at bodies of water. Please refer to the service's Excursion Policy (5.5).

The hygienic state of water will be assessed before it is used for children's play.

The Centre will ensure a one to five adult/child ratio. Supervising adults will be over the age of 18 years, paid or volunteer staff or lifeguards/ instructors may be included in these ratios as long as the participating HOOSH children have been identified to the supervisors and adequate supervision has been determined.

Factors to determine adequate supervision and safety include:

- Numbers, ages and abilities of the children
- Number and positioning of educators
- Each child's current activity
- Areas where children are playing, in particular the visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educators' knowledge of each child and each group of children, the experience, knowledge and skill of each educator
- All bodies of water will be checked by the supervising staff before allowing children to enter.

DEFINITION OF A BODY OF WATER

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The service recognises the following locations are bodies of water:

- Swimming pools and /or water fun parks
- Lakes
- Rivers
- Dams
- The beach
- Creeks.

5.10 Sleep and Rest

POLICY

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

(National Quality Standards 2.1 and 2.2, Elements 2.1.1 and 2.2.1)

PROCEDURE

If a school age child requests a rest then there is a designated area for the child to be inactive and calm, away from the main group of children.

The designated rest area may be a cushion, mat or seat in a quiet section of the care environment.

Quiet, solitary play experiences are available for those school age children who request the need for a rest or time away from their peers.

Safe resting practices are relevant to school age children because, if they are resting or sleeping they should be monitored at regular intervals and a school aged child's face should be uncovered when they are sleeping as described above.

Light bedding is the preferred option if requested by the child.

Educators will show awareness of children's comfort and avoid overcrowding when children are in need of rest or sleep.

HOOSH will provide a range of both active and restful experiences throughout the program and support children's preferences for participation.

Safe Resting Practices for a Child who is Unwell

Refer to the service's Incident, Illness, Injury and Trauma policy for additional information.

Children will be encouraged to rest in a quiet, comfortable and safe place.

Children will be encouraged to lie down and make themselves comfortable when displaying signs of being unwell.

Children will be allowed to find their own sleeping position.

All children will rest with their face uncovered.

Children who are unwell (and waiting for collection from a parent /guardian) will be given the highest supervision priority and monitored constantly especially if the child has a high temperature, vomited or received minor trauma to their head. For example, a child who has received a blow to the head while playing sports.

Parents will be contacted immediately to make arrangements to collect the child as soon as possible.

The Rest/Sleep Environment and Equipment

The service will ensure a rest or sleep space is available or can be made available to children at all times. This could include a quiet area with cushions, a book corner with bean bags, a lounge or armchair etc. The area and equipment will be checked regularly as part of the services safety check and hazard identification practices.

Hygiene standards will be maintained when children use the rest/sleep area and equipment such as regularly washing pillowcases and blankets, particularly when a child is unwell.

There may be occasions where children with additional needs will need to sleep or rest in their wheelchairs or other equipment such as a modified stroller. It is important that children are not left alone whilst sleeping in these and that the restraints are sufficiently fastened.

The service will ensure the room temperature, airflow, noise, and lighting is conducive to sleep and rest when necessary.

Children's clothing items should be checked prior to them sleeping to ensure it doesn't present any hazards to them whilst asleep.

CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other service policies	Other documentation/evidence
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<p>S165, 167</p> <p>R81 (Sleep and rest)</p>	<p>Standards 2.1 and 2.2</p> <p>Elements 2.1.1 and 2.2.1</p>	<p>Incident, Illness, Injury and Trauma, Providing a Child Safe Environment, Risk Assessment and staffing policies.</p>	<p>My Time, Our Place.</p> <p>Safety checks</p> <p>Risk assessments</p> <p><i>Evidence-base practice</i> – www.acecqa.gov.au/resources/information-sheets/safe-sleep-and-rest-practices</p>
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IMPORTANT PHONE NUMBERS

FAMILY ASSISTANCE

136150

EARLY CHILDHOOD EDUCATION DIRECTORATE, NSW Department of Education

1800619113

DEE WHY POLICE STATION

9971 3399

COMMUNITY SERVICES MANLY

9977 6011

EMERGENCY

000

HOOSH

9905 0614 (HPS CORNER OF WYADRA AND OLIVER STS HARBORD 2096)

HOOSH DIRECTOR

0418 611 562

HOOSH FAX

9907 3451

HARBORD PUBLIC SCHOOL

9905 4276

HEALTH & FAMILY SERVICES

9263 3623

NORTHERN BEACHES HOSPITAL

9105 5000

POISON INFORMATION

9692 6111

ST JOHN THE BAPTIST SCHOOL

9939 6699

ST JOHN OOSH

0427716593

SYDNEY WIDE SECURITY

9913 3000

JUNIOR VACATION CARE MOBILE

0400020992

SENIOR VACATION CARE MOBILE

0418100975

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CLUB BK VACATION CARE MOBILE
0417713219

Susan tickle
School Principal
04121630441

Mick
School GA
0410360054

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