POLICIES

2015
# Policy and Procedure Manual Contents

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Mission Statement

The YMCA of Brisbane works, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

The YMCA of Brisbane is guided to achieve its Mission by the following Christian values:

- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.
- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- Equality of opportunity and justice for all people.
- The diversity of people, communities and nations.
- Acceptance of personal responsibility.
Access for Families and Children

YMCA OSHC is available to all school age children and is primarily for those whose parents/guardians work or study. The program is designed to include children from various backgrounds e.g. cultural, religious, gender, disability, marital status and income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the service.

Procedures

If demand for places provided at YMCA OSHC exceeds those available, priority of access will be given based on guidelines provided by the Department of Education through the current Child Care Service Handbook.

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

YMCA OSHC and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children’s backgrounds and provide opportunities that are sensitive to their needs.

To enable children with additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

YMCA OSHC caters for children in high school, providing they are not preventing the inclusion of a primary school age child. Upon enrolment of a high school student the Coordinator will advise the parent/guardian that the enrolment will be on a trial basis. Policies and procedures of the service apply to all children regardless of age.

To enable children to participate in the range of activities at YMCA OSHC, the Coordinator will invite and encourage all parents/guardians and their child/ren to meet with educators regularly to agree how YMCA OSHC can adequately meet their individual needs.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Child Care Services Handbook
YMCA Quality Manual
Enrolment Policy, Communication with Families Policy.
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Animals

At times YMCA OSHC may care for animals at our services. This will be part of our structured program and helps the children to understand life cycles. Children are encouraged to help care for the pets where appropriate.

Procedures

YMCA OSHC services will only keep animals:

- where they are appropriate to the program of the service;
- if no children and/or staff are allergic to that type of animal;
- if permitted by local authority regulations; and
- if the service has sufficient and adequate space for the keeping of the animal.

The Coordinator will seek approval from the Area Coordinator prior to a pet being purchased. Pets will be purchased from reputable retailers and where necessary the RSPCA will be consulted.

The Coordinator will ensure that any animal, which poses a health or safety risk to any child in the service, is safely and responsibly removed immediately.

Prior to introducing an animal into the service the Coordinator will research relevant care and feeding information, and conduct risk assessments as required. This will include the most appropriate way for animal enclosures to be cleaned and maintained. The Coordinator will compile this information and make available for Educator reference.

All animals will be provided with appropriate food, water, shelter and exercise. Under the supervision of Educators, the children will be encouraged to help with the care of the animals. Depending on the animal, families and Educators may be encouraged to take care of it at home over periods of long weekends and/or service closure.

Children will be taught how to handle an animal correctly to ensure the animal is safe and to minimise the risk of bites or scratches.

Hand washing and hygiene procedures will be followed after the handling of all animals.

No animals will be allowed in any food preparation areas.
In the case of a stray animal, the service will appropriately remove and restrain it, if safe to do so. If the stray animal poses a significant risk of harm the Coordinator may choose to initiate lockdown procedures. In both cases the Coordinator will make attempts to contact the owners or local authorities for collection.

Anyone accessing YMCA services is discouraged from bringing their own pet when picking up or dropping off children. In all cases school rules will be followed.

References and Related Policies:
National Quality Framework
Health and Safety, Infectious Diseases, Hygiene, Preventative Health and Wellbeing Policies

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Anti-bullying

As part of YMCA OSHC’s behaviour management policy, specific details in regard to the service’s approach to issues of bullying are described in the anti-bullying policy. The service has a duty of care to all children who attend as well as Educators who work within the service. YMCA OSHC is committed to providing a safe and caring environment, which fosters respect for others. YMCA OSHC services will not tolerate bullying behaviours. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

Procedures

‘Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons.

Behaviours that do not constitute bullying include:

- mutual arguments and disagreements (where there is no power imbalance)
- not liking someone or a single act of social rejection
- one-off acts of meanness or spite
- isolated incidents of aggression, intimidation or violence.

However, these conflicts still need to be addressed and resolved.

Cyberbullying refers to bullying that is carried out through information and communication technologies.’

Educators will:

- Model caring and tolerant behaviour towards children, parents and other Educators;
- Manage all observed or reported incidences of bullying as set out in this policy under “Responding to a Bullying Incident”;
- Carefully monitor children’s behaviour while participating in any of the service’s programs or activities;
- Encourage children to report any incidents of bullying that they are either involved in or witness;
• Protect the target from further harm;

• Assist the bully to change his/her behaviour; and

• Keep a record of bullying behaviour by completing a service Behaviour Incident Report.

Children will be encouraged to:

• Report any incidents of bullying that they are either involved in or witness;

• Help someone who is being bullied;

• Do everything they can to keep the play safe and happy; and

• Use the strategies that they have been encouraged to use to deal with a bullying incident.

Parents/Guardians will be encouraged to:

• Instruct their child to report if they are bullied;

• Watch for signs of bullying and speak to OSHC Educators if their child is being bullied or they suspect bullying;

• Work with the OSHC service in seeking a permanent solution;

• Model caring and tolerant behaviour when interacting with children, staff or other parents/guardians; and

• Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident.

Responding to a bullying incident

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

In the event that an educator needs to respond to an observed or immediately reported incident (either by witness, victim or third party), while such incident may still be occurring, the following procedure will be implemented:
• Educators will intervene and discuss with the children involved and witnesses. Mediation may be conducted between children with the aim to find an appropriate solution to the problem. Children are encouraged to use conflict resolution strategies. A back-up plan is considered in the event that the first solution proves unsuccessful.

• Educators will implement the agreed solutions and a back up plan, if necessary.

• Educators will record the incident on the appropriate form.

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

• Educators will discuss in detail with the Coordinator, who will then notify the parents/guardians and discuss possible future consequences for any further incidents. The Coordinator will ensure these actions are recorded on the appropriate report.

• The Coordinator will monitor the implementation of consequences and communicate with parents/guardians as required.

Further offences may result in suspension or expulsion from the service. Re-entry may require an agreed behaviour contract.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Child Protection Act 1999 and Regulations 2000
Commission for Children and Young People and Child Guardian Act 2000
Bullying No Way
YMCA Quality Manual
Communication with Families Policy, Positive Behaviour Support and Management Policy

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Arrivals and Departures of Children

YMCA OSHC has in place strict procedures relating to the children arriving and departing our services. These procedures are necessary to protect all children. All persons leaving or collecting children must comply with the requirements detailed below.

**Hours of Operation**

Before School Care: 6.30am to 9.00am (Flagstone: 6.00am, Dakabin: 6.00am, Gumdale: 6.00am, Strathpine: 6.00am; Springfield Lakes: 6.15am)

After School Care: 2.30pm to 6.00pm (Flagstone: 2.45pm)

Vacation Care: 6.30am to 6.00pm (Flagstone: 6.00am, Dakabin: 6.00am, Gumdale: 6.00am, Strathpine: 6.00am; Springfield Lakes: 6.15am;)

YMCA OSHC services do not operate on Gazetted Public Holidays or during the period between Christmas and the official New Year’s Day holidays.

A minimum of 14 days’ notice will be given regarding the change in any operational hours. Where this is not achievable as much notice as possible will be given.

**Procedures**

All children must be signed in and out on the Attendance Register by an authorised person. This person must be included on the child’s Enrolment Form. The Attendance Register will record the child’s name and exact time of arrival and departure, printed name of authorised person and signature.

It is preferred that an authorised person is over the age of 18 years. In the case where a person under the age of 18 is responsible for the delivering or collection of a child, Educator must countersign the signature of the authorised person. The parent/guardian is then required to sign the Attendance Register within a week.

**Before School Care:** The service takes no responsibility for children whose parents/guardians allow them to walk or arrive unsupervised to the service.

All children must be signed in by an authorised person and signed out by an Educator. Contact will be made for children that arrive without a parent/guardian or authorised person in order that someone immediately returns to sign the Attendance Register.
**After School Care:** All children must be signed in by an Educator and signed out by an authorised person.

**Vacation Care:** The service takes no responsibility for children whose parents/guardians allow them to walk or arrive unsupervised to the service.

All children must be signed in and out by an authorised person. Contact will be made for children that arrive without a parent/guardian or authorised person in order that someone immediately returns to sign the Attendance Register.

To comply with Centrelink requirements all absences and non-signature sessions will be initialled by a Educator and must be signed by a parent/guardian as soon as possible. Parents/Guardians should ensure all Attendance Registers are appropriately signed by the end of each term.

The authorised person should ensure that Educators acknowledge the arrival of the child/ren and is present at the departure of the child/ren.

YMCA OSHC Educators will greet all parents/guardians and children on a daily basis.

YMCA OSHC Educators will collect children attending Preparatory year, and where applicable, from Pre-Prep, from their classrooms and accompany them to the OSHC main room.

YMCA OSHC is responsible for a child from the time they have been signed in by an authorised person until they have been signed out by an authorised person.

Parents/Guardians are the only people who can cancel a booking and must do so in accordance with YMCA OSHC requirements as outlined in the Fee Policy and Fee Schedule.

In an emergency, a person who is not listed on the child’s Enrolment Form may be required to collect a child, or a parent may request that a child leave the service alone. Permission in this instance may be granted via email (as first preference) or via telephone. If the request is made via telephone, two Educators will hear the request and this will be recorded on a File Note and signed by both Educators. The parent/guardian must provide the name and description of any such person concerned and proof of identity will be required upon arrival.

YMCA OSHC Educators are unable to transport children to or from our services, even in the case of an emergency.
YMCA OSHC acknowledges the diverse and changing circumstances of children’s families and shall endeavour to implement a best practice approach to managing the duty of care whilst respecting the needs of parents and the legal environment surrounding family obligations.

YMCA OSHC requests that all families provide, upon enrolment of their child, certified copies of any legal documents and orders which may impact on the service to implement a duty of care. Should circumstances change within the family unit, parents/guardians are required to update their enrolment and provide revised certified copies of any legal documents and orders. Educators shall respect and maintain the confidential nature of the documents through application of privacy laws.

All YMCA OSHC Educators will be informed of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child and family. Services will endeavour to release children within the conditions as outlined in the certified documents or orders.

The Coordinator will take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.

Educators will try to prevent a child leaving the service if they are either unaccompanied without permission or with a person not listed as an authorised person to collect. There may however be occasions in which the duty of care owed to the remaining children and Educators at the service mean that Educators are unable to prevent a child’s departure. In the event that an unauthorised person attempts to collect a child the Coordinator will:

- advise the unauthorised person that they do not have collection approval;
- contact the child’s parent/guardian immediately to seek clarification of authorised contacts; and
- record the incident on a File Note.

On occasion, the responsible person in charge of the service may need to exercise duty of care in managing particular situations. These occasions may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

If, when a parent/guardian arrives, Educators suspect that the person is affected by alcohol or drugs and is not capable of safely driving home the Coordinator will:
• counsel the parent/guardian, try to delay them from leaving the service and attempt to change their mind about driving, for example offer to call a taxi or someone to come and collect them and the child;

• call the Police to report the concern, give licence plate number and name of person driving car;

• document the incident on a File Note; and

• under no circumstances will Educators refuse to release a child to the parent/guardian, remove a child from the parent/guardian forcefully or put themself, the child or others in danger.

Children attending swimming lessons and other extra-curricular activities must have a completed Extra Activity Permission Form for each activity (completed by parent/guardian prior to activity). The Coordinator shall discuss with the family the impact that this may have on the service. Such discussion shall include whether the child will be signed in and out of care by the OSHC or the activity provider and who shall be responsible for collecting the child and/or returning them to the service when the activity is over.

Suitable negotiations and arrangements shall be made to decide whether or not the service will be able to provide additional assistance to the family in having their request met if they are asking for their child/ren to be dropped off or collected from the activity.

In making an appropriate decision, the Coordinator shall be required to undertake a Risk Assessment while considering:

• The accessibility and availability of Educators to fulfil such functions;

• Legislative implications for the service such as maintaining ratios;

• Any financial implications or impacts on the service;

• Any negative impacts on other children attending the service who are not directly involved in the extra-curricular activity; and

• Manageability.

The Coordinator shall maintain the right to make an appropriate decision regarding possible arrangements.
The family shall maintain the right to appeal the decision of the Coordinator through the service’s grievance procedure.

Late Arrivals and Departures

If a child booked in to YMCA OSHC for After School Care has not arrived within 15 minutes of the last school bell, the school office will be contacted to see if there has been a change of care requirements by parent/guardian.

- If school is unaware of any such change, an Educator will walk once around school to try to locate the child.
- If the child has not been located within 25 minutes of school bell being rung, parent/guardian will be contacted on the phone numbers listed on Enrolment Form and, if necessary also the emergency numbers listed.
- In the event there is no immediate response from contact numbers advice will be sought from the Area Coordinator, who will assess the incident and if required, provide instruction to contact the police.

Our services close strictly at 6.00pm. Parents/Guardians are required to contact the service if they, or an authorised person, are not able to collect their children by this time. Educators will attempt to contact all authorised persons listed on the Enrolment Form.

If there has been no contact with the parents/guardians or emergency contact persons by 6.15pm, advice will be sought from the police, the Department of Child Safety, and the Area Coordinator notified. Parents/Guardians will be liable for the relevant late collection fees. In the event an Educator is unable to remain at the service past closing time, the service Area Coordinator must be notified. The Area Coordinator will assess the situation and all contributing factors to advise the best course of action.

On excursion days, the group will leave at the time stated on the excursion information form. Parents/Guardians are requested to accompany children to the service on time, as Educators will not remain to supervise late arrivals.

Non-attending Children

YMCA OSHC recognises that on the rare occasion children not enrolled at the service or not booked for the day may seek assistance from the OSHC Educators. For whatever reason the children seek assistance from the OSHC service to ensure their safety and wellbeing YMCA OSHC
Educators will at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity.

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

- Follow school procedure by sending children to the office if they are not booked into OSHC; and
- Communicate with the office by telephone or in person that the child has been referred to the office for collection by parents/guardians.

If the office is unattended the Coordinator will adhere to the following procedure when observing their duty of care for children who are not currently enrolled at the service:

- Make reasonable attempts to call parents/authorised persons (including the school Principal or Business Services Manager) known to the child; and
- Ensure that the child/ren are safe and secure but not participating in the licensed activities of the service; and
- Call the police for support when a reasonable time has passed without any notification.

Runaway Children

YMCA OSHC has a comprehensive Behaviour Management plan and service rules that are implemented to ensure the safety of all children and Educators. One of those rules is that the children must stay within school grounds and in areas approved by the Office for Early Childhood Education and Care. If a child chooses to leave the school grounds and designated areas, Educators will assess the situation in relation to duty of care, and risk to the individual child, and the remaining group of children. Runaway children’s parents/guardians will be contacted immediately, as will police if deemed appropriate by Coordinator.

Once the child has been located and deemed to be safe, the Coordinator and Area Coordinator will discuss the situation and decide upon the best course of action. Options that will be considered include suspension or expulsion. A mandatory meeting between the Coordinator and the parent/guardian will occur to ensure strategies are developed to minimise the risk of reoccurrence.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
YMCA Quality Manual
Fees, Protection of Children, Staff Ratios Policy

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<td>Changed the procedure for unaccompanied children attending Before School Care. Removed reference to certified supervisors. Revised course of action taken when a child runs away from the service.</td>
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Approval requirements under Legislation

The YMCA of Brisbane is an approved provider of OSHC. YMCA OSHC services have been granted service approval by the Office for Early Childhood Education and Care, operating within guidelines contained in the Education and Care Services National Law Act 2010 and Regulations 2011.

Procedures

An application for Provider Approval must be made, in writing, to the relevant Regulatory Authority prior to the service being operational.

An Approved Provider may apply, in writing, to the Regulatory Authority for Service Approval to operate an education and care service if the Approved Provider is or will be the operator and will be responsible for the management of the staff members and nominated supervisor for that service.

Information required to be provided to the Regulatory Authority as part of the Service Approval process includes, but is not limited to:

- The location and street address of the proposed service;
- Plans prepared by a building practitioner showing the location of:
  - All buildings, structures, outdoor play and shaded areas;
  - Location of entry and exits;
  - Location of toilets and hand washing facilities;
- Floor plan showing unencumbered indoor and outdoor spaces;
- Calculations verifying regulated space requirements.

As part of the Service Approval process, a Nominated Supervisor for the service must be delegated, in writing and with their consent, to the Regulatory Authority.

The YMCA recognises that the Nominated Supervisor cannot always be on site at the service (e.g. annual or sick leave). On these occasions, a responsible person in charge of the service will be identified to parents via a sign on the family noticeboard. The responsible in charge of the service also accepts this responsibility using the daily sign in sheet.
Whilst YMCA OSHC provides, or aims to provide, regular child care to school age children, the Coordinator and YMCA management are jointly responsible to ensure that the service will not operate at any time if somebody does not hold a current approval in respect of the service.

Whilst the service is approved to provide child care, YMCA management and the Coordinator are jointly responsible to ensure that:

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

References and Related Policies:
- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- YMCA Quality Manual
- Quality Compliance Policy, Information Handling Policy

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<td>Information added regarding responsible person in charge</td>
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Budgeting and Planning

YMCA OSHC management and the service Coordinator work together to develop an effective and responsible budget for the ongoing operation of the service which is then presented to the YMCA of Brisbane Board for approval.

Procedures

Budgets will be prepared by the Manager OSHC, in consultation with Area Coordinators and educators and submitted to the Childcare Group Manager, or other nominated member of senior management, for approval.

Budgets will take into account the need for appropriate and adequate employees, facilities, equipment, maintenance and the requirements of the service policies and procedures.

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

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

References and Related Policies:

National Quality Framework
Play Equipment Policy, Staff Training Policy, Fees Policy
YMCA Quality Manual

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Communication with the Community

YMCA OSHC recognizes and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.

Procedures

Relevant community information is available for educators and families through assorted community resources. The Coordinator is responsible for ensuring that the service holds current contacts and information on relevant community resources and that educators are made aware of them through regular team meetings.

All media releases for YMCA OSHC will be compiled in consultation with the Marketing and Fundraising Officer and approved by the YMCA of Brisbane CEO. In the case of an incident involving educators, children or other people associated with YMCA OSHC, educators will defer making a statement until management has been consulted.

Community members are invited to comment on the service by completing a Community Feedback Form.

Members of the community will have free access to meet with the Coordinator by appointment (provided that parents/guardians and children of YMCA OSHC are the greater priority), to discuss any issues or concerns with respect to the service.

The Coordinator ensures that the surrounding neighbours (including businesses) of the service are invited to attend the service on a regular basis to obtain any information, provide any feedback on the operation of the service as a responsible neighbour, and to explore any ways in which stronger community links can be built.

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

The Coordinator will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.
References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Complaints Handling Policy, Communication with Families Policy

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Communication with Parents/Guardians

YMCA OSHC recognises and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance the service provided. We encourage families to voice any concerns in a way that will assist us to provide a better service. Communication between YMCA OSHC and a child’s family is vital, both formally and informally. Families are welcome at the service and we offer a number of opportunities for all families to contribute to the quality and delivery of care.

Procedures

An initial interview is offered to all families. This allows for the family and child to gain an understanding of how the service operates and expectations of all parties are able to be discussed and clarified. A Family Information Package will be given to families at this interview if not previously supplied.

Parents/Guardians will have free access to meet with the Coordinator by appointment, to discuss any issues or concerns with respect to their child and/or the service. Information is available to families about their child which includes documentation of their child’s learning, development and participation in the program. Information provided by families relating to their child’s participation in the program will be documented and stored as appropriate.

The Coordinator will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information. Parents/Guardians are discouraged from contacting the service between the hours of 3.00-4.00pm for anything other than urgent matters.

Family surveys are issued regularly throughout the year. Changes and improvements recommended via this process will be addressed.

Consistent communication with families throughout the year will occur in various forms containing information about YMCA OSHC and other relevant subjects.

YMCA OSHC values the important role that parents/guardians take in the overall development, understanding and awareness of their children. For this reason, YMCA OSHC services shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children’s lifelong learning.
and recreational enrichment. YMCA OSHC services will develop and implement strategies and processes that identify:

- Parent/Guardian skills and interests suitable to the program;
- How such parent/guardian involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent/guardian skills and interests may be utilised as part of the program throughout the year.

Parents/Guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent/guardian have an issue or concern regarding the conduct of another child, family or member of staff, they should follow the appropriate grievance procedures outlined in YMCA OSHC policies.

Our Parent/Guardian and Visitor Code of Conduct state that upon entry to YMCA OSHC services parents/guardians and visitors will:

- Address Educators, children and others in a respectful manner.
- Refrain from smoking anywhere on school grounds as per the Queensland Government Tobacco Laws.
- Refrain from swearing or shouting.
- Refrain from approaching children within the service in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of Educators

Parents/Guardians have rights and responsibilities associated with their involvement in YMCA OSHC. They are as follows:

Parents/Guardians have a responsibility to:

- Encourage good behaviour habits in their children;
- Encourage their children to accept the service rules;
- Provide support and feedback regarding service rules;
- Consult with Educators at a mutually convenient time about any concerns and treat Educators with respect and courtesy;
• Conduct themselves in a way that does not make Educators feel threatened. This includes shouting, swearing or intimidating behaviour; and

• Actively contribute to the improvement of the service through the process of continual improvement.

Parents/guardians have a right to:

• Be respected and recognised as the major influence upon their child’s development;
• Be able to express themselves on matters of service Policies and Procedures;
• Meet with Educators at a mutually convenient time; and
• Be offered the same courtesy and respect within the service as the Educators.

Information for parents/guardians will also be communicated through, but not limited to:

• Regular Monthly OSHC newsletters;
• Service update email;
• Family Information Table and noticeboard;
• Family Communication Books;
• YMCA OSHC website and YMCA OSHC Facebook Page; and
• Notices written by the Coordinator being given to parents/guardians when there are matters of changed policy and it is important for the changes to be communicated before the next newsletter.

If an Educator feels threatened either physically or verbally by a parent/guardian, the following actions will be taken:

• The Educator will ask the parent to speak and behave in a socially acceptable way.
• If the parent/guardian continues to be aggressive, the Educator will outline the two choices they have: (a) either to comply with the request to moderate their behaviour or (b) be asked to collect their child and leave the service immediately and a mediation meeting will be arranged.
• The Area Coordinator will be informed at the earliest opportunity and a concise record of events will be prepared within 24 hours and submitted to the Manager OSHC.
• The parent/guardian will be excluded from entering the service on a temporary basis. The Manager OSHC will discuss the issue with the parent and make the decision to allow the parent/guardian to re-enter the service.

• During exclusion periods another suitable adult may be appointed to take over the responsibilities of the parent/guardian.

• If unsatisfied with the decision of the Manager OSHC the aggrieved party can appeal, in writing, to the Child Care Group Manager. Exclusion periods will apply until a decision has been made by the Child Care Group Manager.

A parent/guardian will be excluded from the service on a permanent basis if:

• There is failure to accept and act on the recommendations of the Manager OSHC or Child Care Group Manager;

• The parent/guardian continues to act in a socially unacceptable manner; or

• If an Educator is assaulted, in which case, the police will be contacted and exclusion will be immediate.

Parents/Guardians will be informed verbally regarding any exclusion issue and this will be confirmed in writing. The correspondence will detail reasons for exclusion, including history of events and steps the parent/guardian can take to resolve the situation.

In the event of assault, appropriate counselling will be made available to Educators with senior YMCA management or where necessary trained professional counsellors.

Management of intoxicated or persons under the influence

On occasion, nominated and/or certified supervisors of the service may need to exercise duty of care in managing particular situations. These occasions may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

If, when a parent/guardian arrives, Educators suspect that the person is affected by alcohol or drugs and is not capable of safely driving home the Coordinator will:

• counsel the parent/guardian, try to delay them from leaving the service and attempt to change their mind about driving, for example offer to call a taxi or someone to come and collect them and the child;
• call the Police to report the concern, give licence plate number and name of person driving car;
• document the incident on a File Note; and
• Under no circumstances will Educators refuse to release a child to the parent/guardian, remove a child from the parent/guardian forcefully or put themselves, the child or others in danger.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Workplace Harassment Code of Practice
Infectious Diseases Policy, Medication Policy, Food and Nutrition Policy, Enrolment Policy, Complaints Handling Policy
YMCA Quality Manual

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<td>Removed reference to monthly newsletter. Added direction for parents/guardians regarding contacting the service.</td>
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Complaints

Purpose

Complaints made by a consumer will be seen as an opportunity for improvement and reflection. The purpose of this policy is to ensure that when investigating a complaint, the complainant will be treated with respect and dignity during the process. They can expect to be provided with all relevant information and options available to them, and that all complaints will be managed in a professional manner.

Consultation

The YMCA will work in consultation with all stakeholders to ensure the best possible outcome for all concerned. Working collaboratively, we aim to consider each stakeholders needs, ensuring all regulatory requirements are met for the school and the Outside School Hours Care Services (OSHC), while meeting the needs of families accessing OSHC Services.

There is a genuine desire to resolve all complaints wherever possible by the YMCA OSHC.

Policy

A complaint regarding any aspect in the provision of OSHC will be accepted and addressed in accordance with this policy which is compliant with the YMCA of Brisbane Quality System. Any issue or concern raised which brings into question the safety or wellbeing of any child will be addressed as a matter of urgency.

It is the intent of this policy to ensure that all complaints are managed in a professional and timely manner, clearly outlining the roles and responsibilities of the YMCA, including reporting requirements in accordance with this and related policy and relevant legislative requirements.

Scope

This policy relates to a complaint being raised by a consumer of a YMCA OSHC service or another person, hereafter referred to as the ‘complainant’ who is not directly employed by the service. Employees will follow the HR Grievance Policy and Procedures.
Procedures

All employees will be aware of the process when dealing with consumer complaints. When a consumer first makes contact regarding the raising of a complaint, the person eg OSHC Coordinator, will confirm with the consumer if they are making a formal complaint. At times, consumers may wish to express grievances, but not want any action to be taken.

A consumer will be given the option to make their complaint either verbally or in writing. Complaints must be raised with the service within 10 working days of the incident, unless there are extenuating circumstances.

YMCA OSHC staff will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

Receiving the complaint

If appropriate, the OSHC Coordinator will be the first point of contact for complaints.

If it is not appropriate for the complaint to be made to the Coordinator, the complainant will have direct access to the Area Coordinator. The Coordinator will permit and, if appropriate, encourage the complainant to do so. Employees will follow the Reporting Flowchart when providing information to a complainant about the correct person to contact.

Discussions with the complainant are not to be conducted in the presence of children, other staff or parents.

The person taking the complaint should listen intently so as to understand clearly the nature of the complaint.

Where appropriate complainants are encouraged to raise their complaint with the person concerned in the first instance.

Documenting the complaint

If possible, the Coordinator, will ensure that the Area Coordinator is present when meeting with the complainant to discuss a complaint. The Coordinator will compile and keep a written record of the discussion at the time, or immediately afterwards, and will have the Area Coordinator and, if possible, the complainant sign that record. A copy should be provided to the complainant on request.

All Complaints Recorded will be kept in a confidential manner.
If possible, when taking the complaint, obtain a name, address and telephone number of the complainant and/or other witnesses who can confirm the validity or rebut the views of the complainant.

Employees must take care that only the facts as outlined by the complainant should be the subject of documentation and not embellished by either the personal interpretation or prejudices of the employee member receiving the complaint.

The complainant has the right to remain anonymous should that be his or her personal preference or requirement. However, it is important to inform them that dependent on the complaint, this can inhibit the extent of the YMCA’s ability to investigate the complaint properly. The Area Coordinator will advise the Manager OSHC of the complaint, meeting date and outcome.

**Reporting the Complaint**

The Coordinator will promptly log all complaints, the records of relevant discussions, file notes and statements, including the resolution of the complaint in a Complaints Record. One copy of the Complaints Record will be retained at the service and a copy provided to the Area Coordinator.

The Area Coordinator will assess the complaint and using the Consequences Matrix included in this policy follow the Reporting Flowchart for notifying Line management. It may be necessary to notify the School Principal, Office of Early Childhood Education and Care, or the YMCA Human Resource Manager. The complaint will be discussed with relevant Management and a course of action decided upon.

**Appeals Process**

If the Consumer is not satisfied with the outcome, the next appropriate step for the consumer will be to follow the line of Management (refer flowchart). This may be to contact the Manager of the OSHC services, or the Child Care Group Manager.

The Line Manager may facilitate mediation between the two parties. The complainant is able to use an advocate to negotiate on their behalf. A Complaints Record will be completed by the Line Manager to formalise the complaint.

The complainant will be informed of the outcome of their complaint to the extent appropriate and not in breach of any other persons right to privacy.

The YMCA decision in regard to any appeal, through consultation with the CEO is final.
The complainant will be asked for feedback on the complaints procedure to support the continual improvement of our processes.

**Time Frames for responding to complaints**

- Complaints will be reported to the service within 10 days, unless there are extenuating circumstances.

- Acknowledgement of receipt of complaint will be provided within one business day.

- Complaint will be responded to within 10 working days of reporting, providing information on the process which will be undertaken to investigate.

- Depending on the complexity of the complaint, it is anticipated the complaints process will be completed within 30 days, however has a maximum time frame of 45 days.

- Where appropriate follow up will occur within 30 days of completion of process to ensure agreed compliance was occurring in practice.

- It will be the responsibility of the Service Line Management position, investigating the complaint to ensure that the process is progressed in a timely manner and will have overall responsibility for agreed timelines and communication to all relevant stakeholders. For example, if the investigation is being managed at the service level, the Coordinator is responsible, with the assistance of the Area Coordinator. However if it is a more serious investigation, it may be the OSHC Manager managing the process. These processes should not be led by HR Manager or the school.

**Confidentiality of Complaints**

A complaint lodged by a consumer will be kept confidential amongst employees/persons directly concerned with the resolution. The complainants’ permission will be obtained prior to any information being given to other parties which may be desirable to be involved in order to satisfactorily resolve the complaint.

**Advocate**

A complainant has a range of options they can choose to support them through a complaints process. These include but are not limited to a family member or friend or the community representative.
Culturally Appropriate

At all times ensure that the process is culturally appropriate and sensitive. Where necessary, provide support and access to interpreter to support the person through the process with any language, literacy and cultural barriers.

Consequences Matrix

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<tr>
<th>Major</th>
<th>High Risk – Duty of Care, Reputation of YMCA, Legal and/or Industrial implications. The person reporting the incident must ensure communication is made to the Manager OSHC, Group Manager Child Care and the YMCA CEO within one hour of the event.</th>
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<tr>
<td>Moderate</td>
<td>Affect consumers perspective of the quality of care/service we provide. Policies and procedures not adhered to or not adequate. Employee misconduct or performance issue. Moderate complaints should be reported verbally and through reporting processes.</td>
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<tr>
<td>Minor</td>
<td>Can be managed at a service level. May need service improvement plans eg strengthen programming. Employee given verbal warning about performance and file noted. Minor complaints can be reported through regular meetings &amp; reporting processes.</td>
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Reporting Flowchart

Consumer reports complaint to OSHC worker or OSHC Coordinator. If complaint is minor, OSHC Coordinator will manage all complaints at the service.

OSHC Coordinator notifies Area Coordinator of all complaints.

If complaint is considered moderate, Area Coordinator notifies OSHC Manager. OSHC Manager informs Child Care Group Manager.

If complaint is considered major, Area Coordinator immediately notifies OSHC Manager, Group Manager Child Care and the YMCA CEO within one hour of the event.

Relevant Authorities* are contacted and notified by CEO or Child Care Group Manager.

If the complaint relates to the performance of a Staff Member

The Human Resources Manager must be contacted on the management of performance issues and disciplinary action in accordance with HR Policies.

If the complaint relates to other issues that fall under providing a Quality Service

Relevant Management staff will undertake to remedy any Standards, Policy, Procedures or Work Instructions to ensure compliance and quality outcomes are achieved by the service.

If the complaint impacts directly on the Primary School

Relevant Management staff will undertake to notify the Principal within 24 hours and work in collaboration to resolve / response to the complaint.
*Relevant Authority:

- Office of Early Childhood Education and Care
- Australian Children’s Education and Care Quality Authority
- Department of Communities, Child Safety and Disabilities Services
- YMCA of Brisbane
- The Principal of the school involved.

**Staff Performance related complaints**

If the complaint arises from the poor performance, policy breach or misconduct by an employee of the YMCA, the person investigating the complaint must engage the Human Resources Manager and follow the HR Grievance Procedures, and any other HR related policies. It is the HR Managers responsibility to support and guide the service through the correct industrial requirements to manage employee issues. The HR Manager will work alongside the relevant Manager investigating the complaint on issues relating to HR, and the Manager of the service will follow through on any issues relating to the operations of the service.

If the HR Manager has any concerns from their involvement in the investigation, they would contact the next person in the Line Management to discuss.

**References and Related Policies:**

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- YMCA Safeguarding Children and Young People Policy
- YMCA Quality Manual
- Communication with Parents/Guardians Policy, Communication with Community Policy, Information Handling Policy, Fees Policy

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Death of a Person at the Service

If a death should occur while at the service, YMCA OSHC will take action to acknowledge the feelings of the family, Educators, children and all those directly involved. Support and referral to appropriate agencies will be offered.

Procedure

Suitably qualified YMCA OSHC Educators will carry out immediate First Aid or CPR on the person sustaining injury or suffering illness. An ambulance will be called as soon as possible. All children will be removed from the immediate area and cared for by other Educators.

Resuscitation should continue until ambulance officers arrive. If the person is confirmed as deceased, the ambulance officers will support the people at the service and ensure the police are notified.

Educators should provide the police and ambulance officers with any information that may be required or requested in their investigation. Removal of the deceased body is a police decision and the timing of this will depend on the individual circumstances of the death and other important factors such as notification of the deceased’s family. The police will advise the family. Every effort will be made by YMCA OSHC to assist the family with transport to the service or the hospital.

As soon as it is possible to do so, the staff will contact the Area Coordinator who will inform the Manager OSHC, Group Manager Child Care and CEO. The YMCA will facilitate support and assistance to the Educators, children and families as soon as possible.

On arrival at the service, the family may need time alone with the deceased; Educators will respect this need and provide private space and time for this to occur. An Educator will endeavour to remain close to the room provided for the family.

The parent/guardians of other children in care should be informed in person of the death, on collection of their children, but only after the family of the deceased have been advised and if approved by the police.

Some or all of the children may be aware of what has happened and will need help in understanding it. If they do not know what has happened they should be told in due course in a proper manner. Explanations given to the children should be discussed and agreed on between the parent/guardians and the Area Coordinator.
YMCA OSHC will negotiate a period of time away from care responsibilities for Educators where required. YMCA OSHC may facilitate assistance such as trauma counselling for all those who may need it.

The nearest Regional Office of the Office for Early Childhood Education and Care will be notified by telephone not later than the next working day of the circumstances of the death. A copy of the written record will be sent to the Regional Office in confirmation of the notification as soon as the written record is available.

Advice will also be given to the YMCA’s Workplace Health and Safety Officer for notification to the Division of Workplace Health and Safety.

A written record must be kept of the circumstances of the death, authorised by the Coordinator, with the original sent to YMCA OSHC Administration and a copy retained by the service for a period of six years from the date the record is made. All such information will be treated by the service as confidential. A report will be made to the Office for Early Childhood Education and Care outlining details of the incident as soon as possible.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual

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Diversity, Inclusion and Respect

Policy No: 1

Each child and family who attends YMCA OSHC is a unique person in their own right and will be treated in a respectful way at all times. We strive to include children and families from all walks of life, celebrating different abilities, cultures and interests through this policy. YMCA OSHC programs endeavour to be flexible and responsive to the changing needs of all people.

YMCA OSHC aims to provide an environment where all children realise their full potential. We embrace the principle that all persons are of equal value and have the right to equality of treatment and opportunity.

The development and implementation of our Diversity, Inclusion and Respect Policy embodies YMCA OSHC’s commitment to helping people grow in body, mind and spirit by creating inclusive practices and ensuring accessible environments. Our Policy specifically identifies the needs and participation of children and parents/guardians with disabilities, cultural and linguistically diverse people, older adults, the socio-economically disadvantaged and any other person, through an integrated approach to the provision of quality programs and services, facilities and governance.

In developing this policy, YMCA OSHC recognises that not all areas of our service delivery, operational management and governance are accessible to all. Factors influencing accessibility include physical environment, licensed capacity and staff skill level. This policy aims to address these issues and consider the community and staff needs in order to achieve the overall policy objective of access and inclusion for all.

Procedures

Family communication

YMCA OSHC respects the diversity of children’s backgrounds and encourages families to regularly participate within the program, sharing information with the staff and children through the various avenues of participation. The children and families of our services are consulted in many ways with regards to day to day operations. This includes ideas for programming, menus, resourcing, how they would like their environment to look and rules on behaviour. Whilst there will be limits to what ideas can be used, it is important that the children and families have an input into what they would like to see at YMCA OSHC.
YMCA OSHC services follow an equal opportunity enrolment process for all children. The family will be required to provide relevant information about their child/ren which pertains to the child’s additional needs so far as it may impact on their ability to participate in the program and be appropriately cared for within the service. This shall be in the format of appropriate questions on the Enrolment Form and interview procedure. Parents/Guardians who choose not to provide this information may jeopardise their family’s enrolment.

YMCA OSHC Educators utilise information provided through these process to develop resources, programs, and socially just practices at the service that are uniquely designed to provide all children with the highest-quality inclusive care.

Staff

YMCA OSHC Educators support the principles of equity through implementing inclusive and anti-bias practices. YMCA OSHC Educators implement this principle through:

**Staff interactions with families:**

- Using non-bias language in all communications;
- Being sensitive to cultural differences in body language, behaviour, attitudes, values, communication styles and protocols related to cultural beliefs;
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs;
- Maintaining ongoing and effective communication with parents in relation to their child’s needs;
- Regularly communicating with families via newsletter, noticeboard or other appropriate forms of communication about the service’s policies and practices; and
- Observing and participating in the local community of the service.

**Staff interactions with children:**

- Acknowledging and valuing children’s unique and individual differences;
- Ensuring that individual children are treated equitably in regard to language, attitudes, assumptions and expectations;
- Respecting and ensuring that children’s personal hygiene requirements are met;
- Actively modelling respect and healthy assertiveness;
• Allocating staff time and interactions equitably and fairly;

• Having realistic expectations for all children, taking into account their abilities and interests;

• Encouraging children to interact with other children in a positive environment, regardless of gender, culture, ability or circumstance;

• Fostering all children’s self-esteem and confidence, valuing their individual capabilities within a group setting;

• Encouraging children to develop to their full potential regardless of different abilities or needs;

• Demonstrating sensitivity and respect for cultural difference;

• Helping children to recognise and challenge bias;

• Discussing with children the many cultural, family groups and ability backgrounds;

• Talking to children about differences in positive ways.

The development of the service program:

• Promote equality by developing day to day programs that include positive experiences for all children and reflect an anti-bias approach;

• Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds;

• Incorporating into the program advice identified through consultation with other professionals, the child’s family and those with particular expertise in relevant areas;

• Providing inclusive resources, experiences and materials; and

• Making all resources available to all children through a program which allows children to select their own activities.

The everyday practices of the service:

• Being flexible with dress codes to accommodate cultural considerations;

• Celebrating occasions that are relevant to a variety of cultures;

• Providing information for children and families in other languages when appropriate;
• Displaying posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds;

• Creating a physical environment (indoors and outdoors) that is inclusive and reflects an anti-bias approach; and

**Ongoing knowledge development:**

• Communicating with teachers, health professionals and any other relevant people in the children's lives; and

• Developing their understanding of inclusion principles through professional development and in-service training;

• Maintaining accurate records of children's needs in a format that ensures all the participation of all staff, including through the Inclusion Support Folder, Staff Communication Book and regular staff meetings.

**Support from management**

To support services in the implementation of inclusive practices, YMCA OSHC management will:

• Identify professional development needs of staff and volunteers and provide them with opportunities to increase awareness of inclusion, diversity, disability, cultural, gender and age specific issues and the importance of individuality and needs of people as its customers;

• Provide information regarding YMCA OSHC’s Inclusion, Respect and Diversity Policy during induction training and through the YMCA OSHC Staff Handbook;

• Provide recommendations for and monitor equipment and resources purchases to ensure all are inclusive and anti-bias;

• Monitor and support each services progress towards developing inclusive practices and work with staff teams to achieve this;

• Continuously assess and review policies, practices and procedures to ensure that they are inclusive and non-discriminatory;

• Create a culture of communication by enabling discussion between staff and services regarding inclusion strategies or needs at their service;
• Assist services to build relationships with external supporting organisations, such as the Inclusion Support Agencies and Australian Human Rights Commission;

• Provide services with assistance through inclusion support funding application and claims processes.

Inclusion Support Subsidy

YMCA OSHC recognises that additional support may be required when including children into the program. Inclusion Support Agencies are contracted by the Federal Government to provide advice and information about the inclusion support process. Parental permission shall be requested should the service wish to make contact with the Inclusion Support Agency (ISA).

If necessary, the service, with the support of YMCA OSHC management, shall appropriately assess their capacity to include the child within the service through conducting a risk management process. YMCA OSHC will take all possible steps to ensure that people with additional needs are afforded reasonable opportunity to participate in all aspects of OSHC. YMCA OSHC shall maintain the right to make a decision regarding the suitable placement of children with additional needs in our services based on the information, support and advice available. On occasions when YMCA OSHC finds that it cannot provide a suitable placement for a child, YMCA OSHC will make all attempts possible to assist the family to find suitable care arrangements.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Anti-discrimination Act 1991
UN Convention on the Rights of the Child
Behaviour Support and Management Policy, Program Policy, Access Policy, Enrolment Policy

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Drills and Evacuation

Safety issues concern all Educators, children and families involved in YMCA OSHC services. Policies and procedures are in place to protect children and Educators from harmful situations. All drills and evacuation procedures are practiced regularly with the children. It is requested that if family members or visitors are present when a drill is taking place that they participate in the drill.

Procedures

Staff and children practice evacuation and harassment procedures once every three months. Evacuation plans are displayed prominently at the exit points within the service. Staff will ensure that all exits are kept clear and unlocked to enable a quick departure. A list of emergency numbers is kept near the phone. For emergency situations, Educators will have access to a telephone outside of the room. After the emergency procedures have taken place, Educators will complete an Emergency Record and Evaluation Form. Where it is not a drill, notification will also be given to the Office of Early Childhood Education and Care.

In the event of an emergency the Coordinator will assume responsibility and ensure that all Educators are following procedures. The Coordinator will document the emergency situation when appropriate to do so and promptly advise the Area Coordinator.

Bomb Threat Procedure

In the event of a bomb threat, Educators will:

- Record time and date of call;
- Record wording of threat;
- Note any background noise, accents or information that may identify the caller;
- Not hang up the phone;
- Use the mobile phone to call police to report threat;
- Evacuate building according to emergency evacuation procedures; and
- When safe, fill in a Bomb Threat Report.

In the event of locating a bomb or suspicious article, Educators will:

- Not touch or handle packages;
Not operate any electrical device in the area; and

Commence evacuation.

**Evacuation Procedure**

Each service has a thorough Fire and Evacuation Plan that has been developed in consultation with the YMCA WH&S Manager and school. When an alarm sounds, all persons will evacuate the area in which they are located and proceed to the designated assembly point. The shortest, safest route is to be adopted. The Coordinator and Educators nominated to positions within the Fire and Evacuation Plan will take any necessary action to ensure the situation is being addressed.

**Fire Emergency Procedure**

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

The Coordinator will follow the Fire and Emergency Evacuation Plan by taking charge of the situation and delegating Educators to:

- Call the fire department if safe to do so;
- Do a physical inspection of the area, ensuring that all Educators and children are out of the building. This will take place if safe to do so;
- Collect Attendance Register, parent/guardian contact list, First Aid Kit and mobile/cordless phone; and
- Once at the designated assembly area, check the roll to make sure that all children and Educators are accounted for.

Staff may attempt to extinguish the fire if they have been trained in equipment use and it is safe to do so. Under no circumstances will Educators or children re-enter the building until instructed to do so by emergency service Educators. The Coordinator will advise fire officers in the event of a missing child.

**Hold Up Procedure**

In the event of a hold up, Educators will:

- Try to keep calm and be observant.
- Take particular note of offender’s description (height, eye and hair colour, clothes, etc.)
• When threatened by a firearm or other dangerous weapon, obey hold up instructions and avoid action that could incite violence or agitate the offender.

Lockdown Procedure

In the event of harassment or unauthorised persons refusing to leave the premises the Coordinator will initiate the following drill:

• The Educator or child (if appropriate) being harassed, or the closest observer of the child or other Educators being harassed, will give a prearranged signal, which is made known to all Educators, to begin the drill (safety phrase);

• The Coordinator or other person, who receives the signal, will calmly and quietly inform other Educators of the need to remove the children to safety. If the threat is inside, children will be escorted outside. If the threat is outside then children will be escorted inside;

• The Coordinator will immediately obtain and if possible record relevant information (eg physical descriptions, car registration etc) on a service incident report;

• A Educator will witness and provide back-up for the Coordinator, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.

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

• A Educator will telephone the relevant emergency number;

• A Educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;

• A Educator will collect the Attendance Register and parent contact numbers.

Once at the designated assembly area, a Educator will check the Attendance Register to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected.

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

• Staff will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
• All doors, windows and curtains will be shut and locked (if safe to do so);

• A Educator will check the Attendance Register to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected;

• Staff will encourage children to sit quietly. During drills or in the event of an actual threat, Educators will attempt to calm the children and keep them safe. At no time will Educators try to physically remove an unwanted visitor.

A debriefing session will be held for Educators, children and any other persons involved in the lockdown. The Coordinator will document the event on a File Note and advise the Area Coordinator.

Severe Storms and other Natural Disaster Procedure

In the event of electrical/violent storms and extreme winds, all children will be kept indoors. Staff will remain calm and attempt to engage children in relevant activities. Equipment in the playground may conduct electricity, for example, the fort frame, fences, sandpit enclosure and climbing trestles and will be avoided. In the case of earthquakes, shelter will be taken in door frames, bathrooms or under tables, where possible away from windows. In the case of cyclones, shelter will be sought indoors and towards the middle of the building away from windows. Mattresses and cushions will be used for protection from flying debris.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#12 Emergency Preparedness and Response
# 21 Armed Hold Up

References and Related Policies:
Workplace Health and Safety Act
YMCA Quality Manual
Harassment and Lockdown Policy, Emergency Equipment and Facilities Policy

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Emergency Equipment and Facilities

Personal safety and security of children, Educators and visitors are of prime importance whilst in attendance at YMCA OSHC. Our services therefore take a proactive approach to managing emergencies, developing emergency procedures and equipping Educators and children with sound knowledge of them.

Procedures

Smoke alarms are fitted in most rooms and the Coordinator will test them regularly in accordance with the manufacturer's instructions or as per the individual school's OSHC Agreement.

YMCA OSHC services have a warning hooter that is used to sound a warning of an emergency. The children are familiar with this hooter and what it means. All exits are clearly marked with exit signs. Fire extinguishers are supplied; maintained and appropriate signage erected in accordance with Workplace Health and Safety guidelines by the school. The Coordinator will conduct basic training in location and use of fire equipment annually for all Educators.

Individualised emergency plans will be designed for occupants with additional needs who require assistance during and emergency.

YMCA OSHC services are equipped with an Emergency Kit designed to be used in the event of natural disaster and/or electrical failure. This kit contains items such as, but not limited to, a First Aid Kit, torches, a radio and basic activity equipment.

YMCA OSHC calls upon the advice of the Queensland Fire Service to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Workplace Health and Safety Act
YMCA Quality Manual
Workplace Health and Safety Policy, Facilities and Resources Policy, Drills and Evacuations Policy
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Emergency Health and Medical Emergency Procedure Management

YMCA OSHC recognizes that occasions may arise where emergency management procedures may need to be implemented to preserve the health and safety of children and Educators. Such emergency management applies to situations where a parent/guardian requests the service to administer prescribed medication, and/or assist with managing a specific health condition. In emergency situations, OSHC Educators may be required to administer medication to preserve the life, safety and health of a child. These emergencies may occur for children with diabetes, epilepsy, anaphylaxis and asthma.

Procedures

YMCA OSHC Educators shall have access to information about the children's medical conditions, medication and management procedures required.

Written procedures for managing emergency situations (Individual Medical Emergency Plan) shall be displayed in a manner appropriate to the size and circumstance of the service. Individual Medical Emergency Plans shall include information about:

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

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

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

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

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

In the event of emergency first aid being required, procedures as set out in the Illness and Injury Policy will be followed.

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

References and Related Policies:
- Education and Care Services National Law Act 2010 and Regulations 2011
- Health (Drugs and Poisons) Regulation 1996
- Workplace Health and Safety Act 2011
- Commission for Children and Young People and Child Guardian Act 2000
- National Quality Standard
- YMCA Quality Manual
- Illness and Injury Policy, Medication Policy, Information Handling Policy

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Enrolment

When children are enrolled at YMCA OSHC it is necessary to gather personal information relating to the child and the child’s parent/guardian. The number of children wishing to attend YMCA OSHC may, at times, exceed the number of children legally allowed to attend. In this case, a waiting list will be established. Please see our Access for Families and Children Policy for more information.

Procedures

Parents/Guardians are required to fully complete an enrolment form prior to their child attending YMCA OSHC. Where possible the enrolment form should be submitted to the service 2 days prior to the first day of attendance. Failure to fully complete an enrolment form will result in a child being unable to attend the service.

As per the National Quality Framework and for the purposes of enabling YMCA OSHC to fulfil its Duty of Care responsibilities, the following information on a child is required and will be kept on site:

- Personal details (name, address, sex, etc);
- Dates of birth for all children and the parent/guardian nominated as the account holder;
- Customer Reference Numbers for both the family and all children;
- Primary language spoken at home;
- Relevant medical details;
- Relevant parental/guardianship and residential details (if any);
- Details of people authorised to collect children from the program;
- Permission for the child to leave the program unaccompanied;
- Signing in and out of children at the beginning and/or end of program;
- Name, home and work address and phone numbers of parent/guardian;
- Name, address and phone number of persons who may be contacted in an emergency;
- Name, address and phone number of the child’s doctor;
- Authorisation to seek emergency medical, hospital and ambulance services;
• Any special medical, physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child including individual behaviour management plans;

• Medication records;

• Excursion permission forms; and

• Copies of relevant court orders.

The Australian Government Department of Education requires OSHC services to collect data from families relating to Aboriginal and Torres Strait Islander status, children’s additional needs and children’s disabilities. The Australian Government uses this information for reporting purposes only.

Irrespective of the families intent to claim Child Care Benefit all relevant dates of birth and Customer Reference Numbers should be supplied. If families do not wish to provide CRN’s they will be informally enrolled for CCMS. All families attending must be either formally or informally enrolled for CCMS as this allows attendance and utilisation statistics to be recorded on a weekly basis.

YMCA OSHC cannot provide its services to a child and may refuse to do so if the parent/guardian refuses to give any or all of the above information as the service will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

All families will receive a Family Information Package upon enrolment which contains information relating to the operational aspects of the service.

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

All records pertaining to any child’s illness or injury will be kept according to the Australian Governments Department of Education guidelines.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency. New Enrolment Forms and Registration Fee for existing families must be completed and paid within the first two weeks of Term One each year.

All parents/guardians must specify the number and days of the week that care is required for their child. Child Care Benefit (CCB) applies to approved and allowable absences in accordance with Family Assistance Office guidelines.
YMCA OSHC services are not permitted by law to exceed the number of children for which they are licensed. It is vital children are booked in prior to session of care. Children who arrive unexpectedly may not be able to attend if the session is full. If this does occur, the Arrivals and Departures policy, specifically ‘Non-attending children’ will be followed.

All absence days must be signed for on the Attendance Register by parent/guardian within one week of the absence in accordance with Centrelink requirements.

**Use of Photographic and Video Images of Children**

YMCA OSHC acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children attending our services to support and promote their involvement in relevant programs and activities.

Parents/Guardians will be required to authorise permission for such images of their children to be taken and used by the service on the Enrolment Form. Further permission will be sought from parents/guardians if the images are to be used outside of normal service operation, for example local community and marketing activities and events.

Employees of YMCA OSHC shall only be permitted to photograph children using equipment owned solely by the OSHC service. Processing of photographs shall be conducted at professional photographic laboratories or within the service using the printing equipment available. To protect the privacy of families, children with their own electronic devices (e.g., mobile phone, DSI, etc.) are not permitted to photograph other children or Educators with their own electronic devices.

**Children of Staff**

YMCA OSHC strives to provide a supportive environment for all families and children using the service. This is extended to the children of YMCA staff who attend our services. However, we also acknowledge the complexities that may arise when the children of staff are participating in the service’s program and activities. This policy strives to articulate a model for best practice when Educators are providing direct care to their own children in the course of their employment within the service.

Children of staff shall be permitted to be enrolled in and attend the service using the priority of access guidelines as defined in this policy and procedure document. Children of staff must be eligible to attend a school age care program as described by relevant legislative instruments, namely the Education and Care Services National Law Act 2010. Staff shall be expected to...
professionally carry out all duties as expected of them while they are employed in the service regardless of the attendance of their own children. Children of staff shall be provided with consistent care, consideration and involvement in the service as any other child participating in the program. The behaviour of children of staff shall be managed as it would any other child participating in the program.

Preparatory Year

Enrolment at YMCA OSHC for children over pre-school age (but not yet started Prep) is available from the beginning of the calendar year in which they attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

Care for children that are attending school in the Pre-Prep year is available at selected school campuses only.

Cancellation of Enrolment

If deemed necessary by the Area Coordinator, children classed as a third priority will be required to leave the service or change booked days where vacancies exist to provide a place for a higher priority child. A period of two weeks’ notice will be given to parents/guardians, after which their child can be placed on a waiting list at the service if requested.

Families are requested to notify the Coordinator as soon as possible of the cancellation of a child’s enrolment at YMCA OSHC. A minimum of one week’s notice is required.

If a child’s enrolment has been cancelled by a parent/guardian, re-enrolment will be subject to the Enrolment Policy process, including placement on a waiting list if applicable. Re-enrolment due to non-payment of fees is detailed in the Fees Policy.

YMCA OSHC reserves the right and authorises the Coordinator, in consultation with the service Area Coordinator, to act on its behalf, to terminate the enrolment of a child in the case of persistent breaches of behaviour rules.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
Commission for Children and Young People and Child Guardian Act 2000
National Quality Standard
Child Care Services Handbook
YMCA Quality Manual
Arrivals and Departures of Children Policy, Health and Safety Policy, Illness and Injury Policy, Medication Policy, Food and Nutrition Policy, Communication with Parents/Guardians Policy, Licensing Requirements under Legislation Policy, Access for Families and Children Policy, Fees Policy, Enrolment Form

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Environmental Statement

Policy No: 16

During the childhood years many fundamental qualities, such as creativity, co-operation, caring for the environment, valuing reusable materials and understanding interdependence of life on earth can develop significantly. It is important for parent/guardians and child care Educators to recognise the potential of the childhood years and employ strategies to help children to develop these qualities. A key strategy is for adults to act as appropriate models.

Procedure

YMCA OSHC Educators will be good models for children by modelling attitudes, values and behaviour that demonstrate respect and care for ourselves, each other and our environment.

To demonstrate our commitment to environmental awareness YMCA OSHC services will:

- Conduct an annual Eco-Healthy Checklist;
- Actively encourage education and awareness for all stakeholders;
- Endeavour to reduce emissions by utilising enviro-friendly transport wherever possible;
- Minimise the use of toxic products and other potentially dangerous products without compromising hygiene;
- Develop and implement programs that nurture children’s natural curiosity, stimulate learning and foster in the children an ongoing concern for the environment;
- Soak paintbrushes and other utensils before washing them and discourage water wastage by running taps for extended periods;
- Avoid using drains as a means for disposing of unwanted materials;
- Empty water troughs into garden beds;
- Sweep rather than hose down paths;
- Provide water containers at the sandpit rather than allow a running hose;
- Conserve energy by utilising as much natural light as possible and by turning off unnecessary lights and fans when leaving rooms;
- Use recycled paper for painting, drawing, collage and office notes;
- Use a variety of recycled materials for art activities such as collage;
Give due consideration to the potential of any item in regard to repair, re-use or recycling before dispensing;

Make double-sided photocopies or use the reverse side for writing where possible;

Encourage parent/guardian involvement in environmentally responsible practices by collecting suitable waste materials for art activities;

Use the garden and outdoor equipment as a learning tool and natural resource;

Involve children in all activities in regard to gardening, recycling, composting and care of animals;

Take care to ensure plants and animals are not harmed while playing outdoors; and

Be alert to potential learning opportunities as they arise and extend these experiences by providing books and other resources wherever appropriate.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard

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Escorting Children

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

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

Procedures

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

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

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

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

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

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

The service shall ensure confidential storage and maintenance of parent/guardian permission relating to excursions and/or escorting of children.
References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Arrivals and Departures of Children Policy, Communication with Families Policy, Excursions Policy

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Excursions

Excursions form an important part of the YMCA OSHC program. We aim to take the children into the wider community to experience new challenges during Vacation Care. These excursions are planned with safety and cost in mind, as well as appropriateness and suitability for the ages and abilities of children attending. All booked children and Educators participate in excursions. Unless indicated on the Vacation Care program, no Educators remain at the service.

Procedures

Prior to Excursion

The Coordinator will contact by phone or visit the excursion site to perform a risk assessment; this will include but not be limited to:

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

All Educators attending the excursion will read and sign off on the relevant and specific excursion Risk Assessment.

The service Area Coordinator will approve all excursions, at least three weeks prior to the Vacation Care period.
Permission forms detailing dates, destination, method of transport (if applicable), departure and return times, number of accompanying adults and activities undertaken will be required by YMCA OSHC to be signed and returned by a parent/guardian prior to every excursion. An additional permission form will be required for swimming excursions to assist with determining swimming abilities and ratios. Attendance on an excursion is dependent on children being suitably behaved. If behaviour in the week prior to the excursion is an issue then a discussion may be had with the parent/guardian regarding alternative care on the excursion day.

All children must be at the service at least 30 minutes prior to departure time, as written on permission form.

Families will be liable for all fees should bookings not be cancelled within the required timeframe, as per the YMCA OSHC Fee Schedule.

Changes to excursion plans will only be made in an emergency or due to weather conditions. We will attempt to notify families of any changes in a timely manner.

All children will wear service identification wrist bands supplied by YMCA OSHC to help identify them on the excursion. Staff will be made aware of children in their group prior to departure and continually make head counts throughout the day.

Swimming is occasionally part of the program at YMCA OSHC. Non-swimmers will be taken to the pool with the other children and allowed to swim supervised in the shallow end of the pool. Alternative non-swimming activities will also be supplied for these children at the pool.

**During the Excursion**

Upon opening the service on the day of the excursion the Coordinator will prominently display a notice that includes the:

- Scheduled activity;
- Estimated time of departure and return;
- Method/s of transport;
- Number and name of accompanying adults; and
- Emergency contact number.

The following items will be brought on all excursions and be readily accessible to Educators at all times:
• Excursion first aid kit per Educator;
• Attendance record;
• Copies of emergency contact numbers; and
• Telephone or access to one.

Groups will travel with two Educators per group. This allows one Educator to remain with the group whilst the other Educators is toileting other children.

Staff will remain with children when they are using public toilets. If there is no Educator that can access toilets (e.g. no male Educator for the boys toilets) Educators will satisfy themselves that there is no member of the public alone in the toilet with a child from the service.

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

If a child becomes ill or injured during an excursion, Educators will follow the Illness and Injury Policy.

All parents/guardians should be aware that they may be required to collect children from an excursion venue for a number of reasons. This should be considered prior to booking for an excursion.

After the Excursion

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

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Illness and Injury Policy, Risk Management and Compliance Policy, Staff Ratios, Transport for Excursions Policy

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Facilities and Resources

YMCA OSHC services will ensure that facilities used provide for the program and range of activities provided in keeping with the Policies and Procedures, in a safe and stimulating environment which is accessible to all children and allows for their physical and psychological comfort.

Procedures

YMCA OSHC will ensure that the following are provided by each service:

- Indoor space of 3.25m$^2$ of useable space per child. Indoor spaces used by children will be well ventilated, have adequate natural light and are maintained at a temperature that is safe and reasonable.

- Outdoor space of 7m$^2$ of useable space per child including adequate shaded areas.

- Playground equipment, swings and other large pieces of equipment are to be located over areas with soft fall surfaces recommended by recognised safety authorities.

- Adequate toilet, hand washing and drying facilities for children and Educators and in particular that by location and design, allow for safe use by the children and allow convenient access from both indoor and outdoor areas.

- Facilities that cater for soiled clothing including hygienic storage and inaccessibility to children.

- Adequate facilities that cater for the safe handling, preparation, storage and disposal of food and beverages.

- Sufficient furniture, materials and equipment that are developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.

- Adequate administrative space and facilities for the purposes of conducting the administrative functions of the service and private and personal conversations with families.

The Coordinator will ensure that the following are available at the service:

- A telephone located inside the premises or one that is accessible at all times;
• Storage space close to play areas, with at least one lockable cupboard for valuable equipment;

• A lockable drawer or small cupboard for Educator personal belongings;

• Area to display children’s artwork and a notice area for parents;

• Equipment and resources displayed in such a way that children can access them independently;

• A space for children to put their lunch/coat/bags etc;

• Adequate lockable storage facilities for equipment, tools, first aid kit, medication and poisonous and dangerous substances;

• Lockable cupboard or filing cabinet for all child and family information (including enrolment forms), Educator records and any other confidential records;

• Adequate space for children to engage in rest and/or quiet experiences.

Shared Facilities

YMCA OSHC actively strives to protect the rights, dignity and safety of all people and groups who use the shared facilities of the school community.

We will endeavour to achieve this through the implementation of the following procedures. These procedures are to be implemented should there be a need for the facilities to be shared with other people or groups during the OSHC service operating hours.

These share arrangements shall be clearly articulated within the OSHC service agreement between the school and the service and will include information surrounding:

• Communication between the school and the service in regard to shared arrangements;

• The storage and packing arrangements for equipment and materials used in the shared space;

• The accessible entries and exits to the shared space by the service including emergency exits;

• Evacuation and lockdown procedures for shared facilities;
• The accessible amenities to be used by the service and those available to the public;
• Telephone access whilst using the shared space;
• Cleaning and maintenance requirements;
• Security and closing procedures for the shared space detailing service and public responsibility; and
• Communication strategies for external users of the shared facility.

Use and Maintenance of Air Conditioning

YMCA OSHC recognises and understands the need to maintain a healthy and safe environment for children and Educators whilst at the same time valuing the need to ensure that the air conditioning operates with minimum impact on the environment. Services shall operate the air conditioner to cool and/or heat the space to ensure the environment is comfortable and suitable to maintain the well-being and safety of children and Educators.

The air conditioner shall be set at a reasonable temperature at all times it is in use. For energy efficiency the recommendation is 24 °c.

Educators will ensure that, before the air conditioning is turned on, windows and doors will be closed for energy efficiency.

Regular maintenance shall be carried out on the system/s by a reputable contractor where a service report shall be required.

Regular cleaning of the air conditioner unit dust filters will be conducted and included as part of the service cleaning schedule.

Aesthetics and safety shall be considered for all new air conditioning installations.

Asset Management

YMCA OSHC acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to the service in order to meet with the requirements of audit, insurance and for future planning. An asset register, monitored by a member of the YMCA of Brisbane finance department, shall be maintained which currently describes the property position of the service.
The register shall include categories such as:

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

Every fixed item purchased for the service (other than consumables) shall be entered into the register.

The details to be contained in the register in respect of purchases shall include:

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

Items may be disposed of during the year for many reasons including damage or age. The register shall be reviewed and updated annually in accordance with the financial year of audit.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Budgeting and Planning Policy, Play Equipment Policy, Program Policy, Workplace Health and Safety Policy
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Fees

YMCA OSHC aims to provide quality affordable care to all families wishing to access our services. Fees are published in the YMCA OSHC Fee Schedule and based on service budgets which are developed annually. Child Care Benefit is available to all families that meet residency and immunisation guidelines.

Procedures

Fees will be paid by the date indicated on the relevant statement. Any arrangements other than this must be approved by the Coordinator in conjunction with the Area Coordinator.

All families pay an annual non-refundable Family Registration Fee. This fee is charged to all families regardless of attendance at Before and After School Care or Vacation Care.

No part-session discounts are available.

Payment by Ezidebit or BPAY is the preferred option. All required details for payment by BPAY are located on service statements. Receipts are issued with payment by bank/financial institution.

Cheque/Money Order payments can be mailed to the YMCA OSHC Administration Office. This is our least preferred option.

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

A receipt will be issued at time of payment, regardless of method of payment. Staff will not, under any circumstances, receive a payment without issuing a receipt. When paying via BPAY, the receipt is issued by your bank. When paying via EziDebit a receipt is not issued but payments can be tracked via family bank statements.

YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees

Child Care Benefit (CCB) and Child Care Tax Rebate (CCR)

Child Care Benefit is a payment made to families to assist with the costs of childcare. Australian residents using child care provided by approved childcare services may receive CCB. The rate of CCB paid is determined by family income. Families should contact the Department of Human Services to discuss eligibility and associated requirements. Further information can be found on
the ‘My Child’ website. Parents/Guardians should advise the Department of Human Services about any changes to their circumstances such as changes to income or a child commencing school.

There is a limit on CCB of 24 hours per child per week for non-work related care. Up to 50 hours CCB is available to families where parent/s meet the Department of Human Services work test. In exceptional circumstances, families may also apply for 50+ CCB hours for work related care. Multiple childcare percentages for families using more than one service type also apply. Please advise the Coordinator if you have children attending other services.

The following formula is used to calculate CCB:

$ hourly maximum rate x hours of session x 85% x parents CCB%

For example, to calculate the discount from an After School Care session for a family receiving 76% CCB the following formula would be used:

$ hourly maximum rate x 3 x 85% x 76% = $amount of CCB discounted from full fee

The hourly maximum rate is determined by the Department of Education and is generally amended annually in July. The Coordinator can provide families with the exact amount of the hourly maximum rate.

The Child Care Management System (CCMS) is a national system that brings all approved child care services online. YMCA OSHC services use CCMS registered software to record child, enrolment and attendance information. We report this data to the Department of Education via the internet to allow calculation and payment of CCB reductions.

All families are strongly encouraged to contact the Department of Human Services and test their eligibility for CCB, either to claim a reduction in fees through CCB or to claim the 50% CCR. In order to claim either of the above families must supply the service with the account holders CRN and correct date of birth as well as all children’s CRN’s and dates of birth. This information is then used to formally enrol children under the CCMS.

The Department of Education collect attendance details for all children attending services on behalf of the Department of Human Services. Unless parents supply services with accurate dates of birth and CRN’s that match the information held by the Department of Human Services children may not be correctly enrolled in the CCMS system.

Absences at the start and end of care
Under Family Assistance Law, CCB will not be paid for absences where fees are charged to reserve a place for your child at a service and CCB will not be paid for absences once a child has ceased care.

This means that if you make a booking for your child to attend for their first ever attendance at the service and for some reason your child does not attend, CCB cannot be claimed for that booking and full fees will be charged.

Alternatively if you have advised that your child will leave the service on a particular day, but the child does not attend on their last days, CCB cannot be claimed for these days and full fees will be charged.

Approved and Additional Absences

Absence from the service will be charged in accordance with the Australian Government Department of Education Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation. Additional absences may have Child Care Benefit (CCB) paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate);
- An outbreak of infectious disease when the child is not immunised;
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate);
- A temporary closure of a school or pupil free day;
- A period of local emergency; or
- Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website (www.humanservices.gov.au).

Late Collection Penalty

Additional fees will be charged for the late collection of children without prior notice. These fees are detailed on the service Fee Schedule. If a family is late on three occasions within a semester
the family’s ongoing enrolment will be reviewed and possibly cancelled at the Coordinators discretion and after consultation with the service Area Coordinator.

**Overdue Fees**

Additional fees will be charged for overdue accounts. The process for collection of overdue fees is detailed in the YMCA OSHC Fee Schedule. Where fees are overdue for an extended period family enrolment will be suspended and no attendance will be possible until the account is paid in full.

Under extreme circumstances, parents/guardians can contact the Coordinator to discuss a payment plan.

Outstanding amounts will be handed to a debt collection agency if prior arrangements have not been made with the Coordinator to settle accounts.

Parents/Guardians with a poor payment history may be asked to pay fees up front.

**Cancellations and Refunds**

Parents/Guardians must notify Educators of cancellations to a session booking. Children are not to ring to cancel or make a booking. If a session is to be cancelled notification should be made to the service by Friday 6.00pm of the week prior to the booking. In these cases the parent/guardian will not be charged for absences.

If no cancellation has been received within the above timelines, the family will be charged for care and granted either an allowable or approved absence in accordance with the Australian Government Department Education Childcare Services Handbook.

For the purpose of CCB, each child is eligible to claim 42 allowable absences and unlimited approved absences per financial year. The Coordinator will provide parents/guardians with government guidelines regarding absences upon request. Once 42 allowable absences have been used, full fees will be charged for any further absences.

Parents/Guardians are required to sign for absences at the end of enrolment or are responsible for payment of full fees.

**Vacation Care**

Cancellations will be in accordance with the above policy.
All outstanding fees relating to Before and After School Care must be paid in full prior to acceptance of a child into Vacation Care.

Families attending only Vacation Care from schools other than the host school are required to pay for their first two weeks of care in advance. Families must maintain a minimum of two weeks in advance at all times. Failure to do so will result in cancellation of any further bookings.

Excursions are an important part of the programming of our service. As numbers may be limited, priority will be given to children who regularly attend the service, from full-time children down to casual children. An extra charge applies to all excursions; however, it is kept to a minimum. Families failing to cancel their booking within the appropriate timeframe will be liable for all excursion costs regardless of actual attendance.

**Staff Fee Discount**

Staff members of the YMCA of Brisbane may be entitled to receive a discount on their OSHC fees. YMCA of Brisbane staff members should discuss fee discounts with the service Coordinator or Area Coordinator and complete the appropriate documentation. All fee discounts are approved by the Child Care Group Manager. Families receiving staff discount may have overdue fees garnished from their wages. Staff discount may be removed if fees are not paid by the due date.

**References and Related Policies:**

Childcare Services Handbook  
Service Budget, Enrolment Form, Enrolment Policy, Fee Schedule

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Food Handling

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

Procedures

The Coordinator is responsible for ensuring that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable.

YMCA OSHC provides the necessary food handling equipment and/or, utensils and gloves, to prevent cross contamination.

Educators will wash their hands and ensure that children wash their hands, thoroughly with soap and water, and dry hands on a single-use towel before handling, preparing, and eating of food. Educators will use gloves to prepare and serve food. Educators will use separate utensils when serving food, to prevent cross contamination.

Educators will prevent cross contamination from raw to cooked foods by washing hands in between tasks and using separate utensils and cutting boards. Educators will ensure their hair is tied back and does not fall into the food. Educators and/or children who are unwell will not be permitted to handle food, whether it is a food activity or preparation of the afternoon tea menu.

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

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

All food preparation surfaces will be cleaned and sanitised before and after food preparation.
Perishable food brought from home by children and/or Educators will be refrigerated as soon as possible where space exists to do so. Families will be provided with information, through the enrolment and orientation process, relating to storage of lunch boxes during Vacation Care.

Perishable items relating to the preparation of meals or snacks will be covered, date marked and refrigerated. Cooked foods will be stored at the top of the refrigerator and raw foods at the bottom. Due to lack of refrigerator space no food supplied by the children will be refrigerated. No food supplied by the children will be cooked at the service.

Frozen food will be thawed in the refrigerator or using a microwave. Food is not thawed at room temperature. Thawed food will not be refrozen. Where cold food is to be served hot the temperature will be raised according to industry standards. Conversely where hot food is to be cooled this will occur in 4 hours or less. Food may need to be divided into smaller portions to assist rapid cooling.

Chemicals and other cleaning agents will not be stored in the same area that food is stored.

All YMCA OSHC staff undertake Food Handling training and are provided with opportunities to further their knowledge of food and nutrition related issues. Where food handling training has lapsed the educator will not undertake food preparation or serving of food.

**Note** - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#11 Food Safety

**References and Related Policies:**
- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- Australia and New Zealand Food Standards
- PANOSH Resources
- YMCA Food Handling Training Manual
- Food and Nutrition Policy, Hygiene Policy

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Food and Nutrition

YMCA OSHC recognises and acknowledges the importance of providing food that is both nutritious, culturally diverse and appropriate to the needs of the children attending OSHC. YMCA OSHC encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents/Guardians are encouraged to participate in this approach to nutrition for their children.

Procedures

Development and review of Food and Nutrition Policy

A detailed food and nutrition policy has been developed with opportunities for consultation with families, Educators and the management.

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

Recommended food

Information about healthy food choices is gathered from recognized authorities (i.e. Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia). YMCA OSHC services also reference the following resources when planning menus and cooking experiences:

- Smart Choices, Healthy Food and Drink Supply Strategy – Education Queensland.
- Eat Smart, Play Smart – Heart Foundation.
- PANOSH – Queensland Health.
- PEACH Program - Queensland Health.
Provision of healthy and varied food choices

YMCA OSHC services seek to provide food:

- which is healthy, balanced, varied, age appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003;
- which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods;
- which as far as reasonably possible, meets the dietary needs of children with special dietary needs of which the service has been made aware, or becomes aware.

YMCA OSHC is a peanut/tree nut-free zone. It is requested that food brought from home does not contain nuts as it is common for children attending our services to have severe allergies. If in the event that a child brings food containing nuts to the service, Educators will collect, store and return the food to the family at the end of the day. Staff will provide alternative food for the child. Parents/Guardians who continuously sends nut products to the service will be sent correspondence requesting that they no longer send these products with their children.

Service menus are planned to ensure that food provided is varied and encompasses all the food groups. Families, children and Educators are encouraged to contribute ideas for the menu.

Where breakfast, morning tea or afternoon tea are provided, a menu for the week will be displayed. During vacation care, children will be required to supply their own lunch from home.

The bringing of takeaway food for the children, particularly in the mornings, is not permitted. Children are not permitted to bring lollies or chewing gum to the service.

The Coordinator will discuss with all parents/guardians any food allergies and restrictions (including cultural or religious) which are required by the parent/guardian to be enforced at the service. Details of these restrictions will be noted on the Enrolment Form and passed on to Educators. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional. The Coordinator will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to Educators in relation to that child. Where children have special dietary needs which is not reasonable that the service meet, the Coordinator will consult with parents/guardians and where necessary, the meal will be supplied from home.
When parents/guardians provide food for their child, healthy food and drink choices are encouraged.

**The eating environment**

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

Children will be encouraged to use effective hand hygiene, prior to regular service meal times.

To ensure safety, children will be encouraged to sit whilst eating and/or drinking.

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

**Serving of food**

Independence will be fostered by encouraging children to serve themselves food, under supervision from Educators, using appropriate equipment. If Educators need to serve food to the children gloves, and tongs will be used.

At meal/snack times, Educators will encourage children to try different foods and to take appropriate portions.

**Involving children**

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

Staff will facilitate children being involved in the preparing and serving of food through ‘serve-yourself’ routines and activities such as breakfast meals.

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

**Drinking Water**

The Coordinator will ensure that children have ready access to cool drinking water and clean cups. Staff will encourage children to drink extra water during the summer months, supplying their own water bottle if necessary. Staff will encourage parents to provide children with extra water to take with them on excursions.
Diverse cultural experiences

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

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

Food awareness activities will be chosen from a variety of cultures and may include: different ways of serving the food (ie chopsticks); different varieties of foods (eg feta cheese instead of cheddar); or foods that may have significance within their culture (eg anzac biscuits and their origin).

Communication with families

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

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

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

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

The Coordinator will arrange at least one opportunity every twelve months for parents to have input into the Food and Nutrition Policy.

Professional development

YMCA OSHC will ensure that Educators are provided with adequate training and instruction in relation to food handling and storage procedures. Staff will be encouraged to attend professional development on food and nutritional related issues. The service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for all Educators.

Food Experiences

Staff will encourage children to learn about food and nutrition through:
- Food awareness authorities being included in the service program (e.g., Nutrition Australia);
- Engaging children in conversations about healthy lifestyles and good nutrition;
- Inclusion of children in service meal routines.

**Food Act Compliance**

YMCA OSHC acknowledges the implications of the Food Act 2006 on the provision of suitable snacks and/or meals provided as part of the OSHC program. The Food Act 2006 requires non-profit organisations who conduct a food business to be licensed with their local government if meals are sold on at least 12 days of the financial year. However, a license is not required if the meals:

- Consist only of fruit, cereal, toast or similar food, or the consumer of the meal helps to prepare;
- Are pre-prepared by an entity other than the organisation and are stored and heated or otherwise prepared by the organisation in accordance with directions of the meal’s manufacturer; or
- Are part of an educational or training activity conducted by the organisation.

YMCA OSHC services are exempt from becoming a Licensable Food Business under the Food Act 2006, however services comply with the intentions of the Food Act 2006 by:

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

**References and Related Policies:**

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- Food Act 2006
- Dietary Guidelines for Children and Adolescents in Australia
- Nutrition Australia Guidelines
Brisbane City Council Guidelines
Smart Choices - Healthy Food & Drink Supply Strategy for Queensland Schools
PANOSH Resources
Get Up and Grow
Eat Smart, Play Smart
Program Policy, Enrolment Policy

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Governance

The YMCA of Brisbane Outside School Hours Care and all of our services, will meet legal and financial obligations by implementing appropriate governance practices. YMCA aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standards and My Time Our Place.

Procedures

Our service has the following organisational structure.

The Approved Provider is: The Young Men’s Christian Association of Brisbane (YMCA)

- The approved provider has a range of responsibilities prescribed in the Education and Care Services National Law and Regulations, including keeping accurate records and retaining them for specified timeframes.

The approved provider is also responsible for:

- ensuring the financial viability of the service
- overseeing control and accountability systems
- supporting the Nominated Supervisor, Responsible Person in Charge and Certified Supervisors in their role and providing resources as appropriate for the effective running of the service.

The Nominated Supervisor is: Coordinator

The Nominated Supervisor is responsible for the day to day management of our service and has a range of responsibilities prescribed in the national law and regulations.

Our Educational Leader is: Coordinator (or designated person)

Commitment to Good Governance

YMCA Brisbane OSHC has adopted the following governance principles which we recognise as suitable for our business to lay solid foundations for management.
Management Principles

To ensure our working relationships are characterised by open and respectful communication, accountability and trust. Our services adhere to the following management principles:

A. Management by Agreement
Nominated Supervisors, Certified Supervisors and Educators agree to produce outcomes together. Educators agree on their level of accountability and to work according to existing procedures and policies. Nominated Supervisors and Certified Supervisors agree to provide educators with training, resources and support.

B. Management by Exception
Once a normal practice deviates from a procedure the Nominated Supervisor, Certified Supervisor and educators agree upon a course of action. Educators are then accountable for identifying and reporting whenever something significant occurs.

C. Clearly Defined Reporting Relationships
Educators will have a primary Co-ordinator as their contact person in the Service. This reduces confusion and increases accountability and transparency.

Information, requests, or delegations that would cause educators to take action or change the course of their actions, will only come from the person to whom they report.

Our reporting relationships are:

- Educators in the service will act according to the reporting relationships applicable to those positions.
- The Nominated Supervisor reports to the Approved Provider.
- The Certified Supervisor reports to the Nominated Supervisor.
- Educators report to their nominated Co-ordinator who is a Certified Supervisor.
  - The Nominated Supervisor has the authority to communicate information and to provide direction in regard to meeting the National Quality Standard and service polices and procedures. The Nominated Supervisor is responsible for the dissemination of information to the educators.
D. Guidelines for Effective Regulation
Regulating work means to monitor, review, reflect and adjust to get the right result.

YMCA Brisbane OSHC will:
- regularly review the work process
- give clear, concise and direct feedback
- communicate in writing where appropriate
- finding the balance between over and under-regulating the implementation of Policies and Procedures.

Management Principles

To comply with the principles listed below we can discuss issues and (potential) changes to policies, procedures or the regulatory environment. YMCA will schedule regular communication between all members of our management team through formal and informal meetings.

1. Structure the management team to add value

Our service will make decisions which are consistent with our service policies, the governance policies of the YMCA of Brisbane, our obligations and requirements under the National Education and Care Law and Regulations, our approved learning framework and the ethical standards in our code of conduct.

2. Safeguard integrity in financial reporting

Our financial records will be completed and reviewed by an independent accountant /auditor.

3. Make timely and balanced disclosures

Unless there is a risk to the health, safety or wellbeing of a child enrolled at the service, YMCA Brisbane OSHC will provide at least 14 days notice before making any change to a policy and or procedure. This includes any change that will affect the fees charged or the way fees are collected.

YMCA Brisbane OSHC will also:
- advise the regulatory authority of any required notifications including any change to the person designated as the Nominated Supervisor no later than 14 days after the change.
• Develop a Quality Improvement Plan that is completed regularly, available on request and ready for submission to the Regulatory Authority when requested.

4. Respect the rights of stakeholders, parents, children

YMCA Brisbane OSHC will support and encourage the involvement of parents and families by:

• developing and implementing plans to ensure regular communication with families including advice about events, activities and policy updates
• enabling them to have access and provide input to reviews of policies and procedures
• providing space for private consultations
• providing a range of information about relevant issues
• ensuring we follow all policies and procedures including the Privacy and Confidentiality Policy.

YMCA Brisbane OSHC will respect the rights of children by ensuring:

• the Nominated Supervisor complies with their responsibilities under the National Law and Regulations
• we follow policies and procedures including the, Child Protection Policy and Privacy and Confidentiality Policy.
• our children are provided with the experiences and learning which allows them to develop their identities, wellbeing and social connection.

5. Recognise and manage risk

YMCA Brisbane OSHC will take every reasonable precaution to protect children from harm and any hazard likely to cause injury. We will follow service policies including those covering Workplace Health and Safety, Child Protection, Excursions and the Delivery and Collection of Children and complete regular risk assessments and safety checks.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#5 OSH Consultation

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual

Corporate Governance Principles and Recommendations ASX Corporate Governance Council

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Homework

YMCA OSHC recognises the diverse needs and requirements of the families who attend our services. We will provide time, space and supervision of children to complete homework if required by families. Families should indicate their wishes regarding the completion of homework while at the service to the Coordinator.

Procedures

YMCA OSHC services provide a quiet area for children to complete their homework. Educators are unable to listen to reading homework. Educators will not take responsibility from parents/guardians to check and finalise or sign-off on homework. Homework is offered in addition to programmed activities, Educators are unable to insist or force children to complete homework tasks.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Program Policy.

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Hygiene

YMCA OSHC aims to provide a clean, hygienic environment for all who attend our service.

Procedures

Gloves will be worn when preparing food, by both staff and children, if applicable. Used gloves will be disposed of immediately in such a way that they would be reasonably secure from children or other staff.

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

Staff will ensure they model appropriate hand washing techniques to children. Hands should be washed before preparing or eating food, after first aid, toileting, handling animals and touching one’s face or hair, and after contact with bodily fluids.

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

Hand Hygiene

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

Soap and Water

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

- before handling, preparing and eating of food;
- prior to and after giving First Aid;
- after toileting, handling of animals or other activities which could lead to the spread of infection;
- after contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc).
Hand Rubs

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

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

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

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

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

Cleaning up Bodily Fluids

When cleaning up body fluids staff will be required to:

- cover any cuts and abrasions on their hands and wear gloves;
- where possible mop up the spills using disposable paper towels or rags which can be disposed of appropriately. These items will be sealed in a plastic bag before placing in a rubbish bin;
- seal soiled clothing in a plastic bag and placed in a labelled container in an area not accessible to children or involved in food preparation. Parents/guardians will be notified that soiled clothing is there to be picked up. If not collected within two days, clothing will be discarded;
- clean objects and surfaces with hot soapy water and rinse them before applying disinfectant;
- linen and clothing belonging to the service is to be disposed of; and
- wash hands with soap in warm running water and dry thoroughly when clean-up is completed.
First Aid Waste

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

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

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

Staff will thoroughly wash hands using specified hand washing procedures before and after implementing first aid. Staff will wear suitable gloves to manage incidents of first aid involving waste materials as identified.

When conducting first aid, staff will:

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

Cleanliness

All Educators will ensure that premises used for the service and all toys, dress-up clothes, paint shirts and other materials and resources will be kept clean.

Drinking and eating utensils, including children’s drinking cups, will be washed thoroughly between uses. Tables, benches and other food preparation surfaces will be wiped clean and sanitised after each use. Floor surfaces and toilets will be cleaned thoroughly each day. The refrigerator will be
cleaned once a week. Freezer and kitchen cupboards to be cleaned out at the end of each school term. The microwave and oven will be wiped clean after every use. Cupboards will be kept in a hygienic state to protect against any vermin outbreak.

The premises will be regularly treated for the control of pests.

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

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

Recycled items (e.g. cardboard tubes for craft activities) which were used, or suspected to have been used, in a non-hygienic environment will not be used at the service.

Staff will encourage appropriate hygiene habits at all times.

Daily/weekly cleaning rosters will be clearly displayed for staff to follow. Staff will be required to sign off on cleaning duties each day/week.

**Cleaning and Sanitising**

YMCA OSHC strives to provide a healthy and safe environment and workplace for staff, children, families and visiting community members. Cleaning and Sanitising is an important aspect of this process and will be applied to all 'high risk' areas within the service.

YMCA OSHC services apply a two-step, cleaning and sanitising process in the following 'high risk' areas/circumstances:

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

Food preparation utensils and eating equipment shall be cleaned and sanitised in the following way:

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

The service shall follow the guidelines as recommended by Queensland Health for Cleaning and Sanitising as articulated in the resource: Cleaning and Sanitising (Food Industry Fact Sheet 11).

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

References and Related Policies:
- Education and Care Services National Law Act 2010 and Regulations 2011
- Workplace Health and Safety Act 2011
- Food Act 2006
- National Quality Standard
- Brisbane City Council Guidelines
- National Health and Medical Research Council
- Animals Policy, Food and Nutrition Policy, Food Handling Policy

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Illness and Injury  

YMCA OSHC strives to provide an environment free from danger for all who enter our service. When accidents do occur, Educators act professionally and appropriately.

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

Procedures

All documentation relating to minor illnesses and/or injuries, i.e. those that require first aid only, will be submitted to the YMCA Administration Office within one week of the incident. Documentation will be photocopied and sent back to the service for placement in the family file.

Parental Communication

Permission is sought upon enrolment for medical attention to be obtained if necessary. In accordance with the National Quality Framework, a child must not be enrolled at a child care service unless the child’s parent/guardian has given authorisation for Educators to seek emergency medical, hospital and ambulance attention.

When an enrolment form is submitted and a medical condition is identified, both Illness and Injury and Medication Policies will be provided to parent for further information.

On occasion, it may be necessary for an Individual Medical Emergency and Risk Minimisation Plan to be developed for a child. All parents are encouraged to consistently update any changes that are required for an Individual Medical Emergency and Risk Minimisation Plan to ensure that the risk minimisation is most current. These plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding conditions such as asthma or epilepsy. Permission will be obtained from the parent/guardian to display this where Educators can easily familiarise themselves with the health issue.

Staff will receive specialised training pertaining to any illness which may require life saving medication administration.
Written consent will also be obtained from the parent/guardian for the use of all health and other personal information that the service has relating to the child for the purpose of enabling Educators of the service to:

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

First Aid

At least one Educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times children are being cared for by the service. In addition all YMCA OSHC Educators are encouraged and provided with the opportunity to complete First Aid and CPR training.

First aid will not be administered by volunteers or students.

Disposable gloves are to be worn when administering first aid.

A fully stocked first aid kit is kept securely from the children but accessible to all Educators. Staff take individual first aid kits to play grounds and during excursions. All kits are checked monthly to ensure adequate stock levels and use by dates are appropriate.

Cold packs are kept in the freezer section of the fridge.

Immediate Procedure upon Illness or Injury

If a child becomes ill or injured while attending a YMCA OSHC service:

- Staff will comfort and calm the child;
- All head injuries will be reported to parent/guardian via phone, notifying of circumstances including treatment administered and if child has returned to normal activities if deemed appropriate by qualified Educator;
- If a head injury occurs during before school care, the school administration, the child’s teacher, and the Area Coordinator should be notified before the start of school that day.
• A Educator qualified in First Aid will administer appropriate first aid and assess the child’s condition; in consultation with Coordinator;

• Staff will not administer non-prescribed medications to any child;

• If necessary, the Coordinator or qualified Educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;

• If necessary, the Coordinator or qualified Educator, will contact the parents/guardians to collect their child as soon as possible;

• The child will be kept under adult supervision and the condition monitored until the parents/guardians arrival; and

• Where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child’s doctor.

If a child has a temperature of more than 38°C, the parent/guardian or authorised person will be required to collect the child from the service. Any temperature less than 38°C will be treated at the discretion of the authorised Coordinator.

Symptoms of illness include, but are not limited to:

• Vomiting or diarrhoea;

• High temperature, flushed appearance or unusual pallor;

• Skin eruptions or swelling;

• Severe coughing or unusual coloured nasal discharge; and

• Stomach or headaches that are severe enough for a child to comment on to a Educators member.

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

• The Coordinator or qualified Educators member, will direct a Educators member to call an ambulance;

• All attempts will be made to notify the parents/guardians and emergency contacts;

• If parents/guardians are unable to accompany the child to the hospital, the Coordinator or qualified Educators member, will accompany the child provided that they leave at least one Educators member who is qualified in First Aid at the service and that the service Educators ratios are still met; and
• Costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

The Coordinator reserves the right to refuse entry of a sick child to the service to protect the health of all children and Educators. This also includes refusing entry to the child who, due to illness, is unable to cope with the daily routine.

**Asthma Management**

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

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

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

Families of a child identified with Asthma through the service enrolment process should provide the following information:

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

Families may also supply an individual Asthma Action Plan for their child, completed in conjunction with their medical practitioner.

Staff will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within the service’s risk management plan. These triggers may be food intolerances or environmental.
The service may also display a poster for asthma first aid management in prominent locations to alert Educators and other participants in the service’s activities.

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

All asthma medication provided by families and administered by Educators must be in accordance with the Medication Policy.

**Anaphylaxis Management**

YMCA OSHC recognizes the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, shell fish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis. It is known that reactions to allergens may occur through ingestions, skin or eye contact or inhalation of food particles.

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

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

The service shall develop and implement a risk management plan to identify the possible exposure to allergens and how these will be managed and monitored within the service.

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

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

Each child shall have the appropriate medication including EPIPEN accessible to Educators in a lockable cabinet. Appropriate medication shall be stored at the service for each child in clearly
labeled and marked containers. Families may be requested to provide a spare pen to be kept at the service, if these arrangements are not suitable.

A risk management strategy shall be devised to ensure:

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

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

**Recording and Reporting Illness and Injury**

Staff members who administer first aid must complete an Illness and Injury Report as soon as possible after the event. This report will include:

- The child’s name;
- Date and time of accident;
- Details of accident;
- Parents/Guardians contacted;
- Treatment and outcome of accident;
- Whether first aid kit was used and if so what treatment;
- Staff signature and witness signature;
- Parents/Guardians signature confirming knowledge of accident; and
- Identification of current or new hazards.

Parents/Guardians will be told of any signs of illness or minor injury upon collection of their child.

The Coordinator is responsible for the obligation report to the relevant state government department if a child dies or suffers an injury at the service for which treatment from a medical practitioner was obtained, or ought reasonably to have been sought. Documentation will be provided to the Area Coordinator as soon as possible. Notification will also be provided to YMCA Workplace Health and Safety manager. Parents are to provide a medical report within 24 hours.
Follow Up and Evaluation

If when reporting an incident a new hazard is identified, all Educators involved will undertake an evaluation process to ensure that correct policy and procedure was followed and where required a risk assessment will be completed. Feedback for policy updates must be directed to Manager OSHC.

Staff Illness

Staff shall not attend to work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their position.

Employees who are unwell should not attend to work and should notify their supervisor at their earliest convenience that they are unfit for work. (Medical certificates may be required.)

Staff may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.

Staff who become unwell whilst on the job shall report immediately to their supervisor and may be relieved from duties.

Staff who have been diagnosed with or suspect that their illness is due to infectious disease shall follow the guidelines as specified by the service in regards to exclusion periods.

Staff should maintain current immunisation status and may be required to provide the employer with a medical report detailing such status.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#13 First Aid
#14 Accident and Incident Reports
#15 Accident and Incident Investigation
#16 Accident and Incident Statutory Reporting
#17 Workplace Rehabilitation Policy Statement

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
Health (Drugs and Poisons) Regulation 1996
Commission for Children and Young People and Child Guardian Act 2000
National Quality Standard
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<td>Volunteers not to administer first aid</td>
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<td>Added follow up and evaluation procedures</td>
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Infectious Diseases

YMCA OSHC has a duty of care to contain cross infections and health problems. Whilst the rights of individuals are important, it is necessary to contain the spread of infectious disease within the service. Accordingly, all people, including children, Educators and parents with an infectious disease will be excluded from attending the service to prevent the disease spreading to others. Infectious disease is defined as communicable and notifiable by the Australian Government Department of Health and National Health and Medical Research Council (NHMRC).

Procedures

Monitoring

Up to date information will be sourced regularly regarding infectious diseases. The NHMRC resource ‘Staying Healthy in Childcare’ will be referred to when making any decisions in regards to communicable diseases and/or exclusion periods. Queensland Health information may also be obtained.

YMCA OSHC services will keep informed of current Pandemic Phases and will follow the Australian Government Guidelines.

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

Children who are ill are not to be brought to the service. It is the responsibility of parents/guardians and Educators to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering.

The Australian Government Department of Health requires that all notifiable diseases are reported to State authorities. If an infectious disease is first suspected by Educators, the Office of Early Childhood Education and Care will be notified. Families will be informed of illness or disease at the service via a poster at the Family Information Table with due consideration given to confidentiality.

A confidential Infectious Disease Record will be made in regard to infectious disease and filed in the relevant family file. Direction for further action will be sought from the local Queensland Public Health Unit.

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

**Exclusion**

Children showing symptoms of an infectious disease will be required to be collected immediately. Staff showing symptoms will be asked to leave the service immediately.

If an infectious disease is diagnosed, the infectious person will be excluded for the appropriate period. It may be necessary in some cases for a doctor’s certificate to be issued prior to re-inclusion into the service. In determining exclusion periods YMCA OSHC will refer to the ‘Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2005)’ issued by the National Health and Medical Research Council.

**Head Lice**

In the event of head lice, the child’s parent/guardian will be contacted and encouraged to collect and treat the child. The child will be permitted to return after treatment. All children with long hair are strongly encouraged to wear their hair tied back.

**Immunisation**
Children who are younger than seven must meet the Australian Government’s immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB. Families can ask the Department of Human Services for information about the requirements and exemptions.

Staff should see their doctor to review their immunisation status and obtain advice for recommended immunisations when working with children.

Non-Immunisation

In order to minimise the effects of an infectious disease children and Educators will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. This period of exclusion is in accordance with the ‘Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2005)’ issued by the National Health and Medical Research Council.

Employee Immunisation

YMCA OSHC acknowledges our obligation as an employer under the Work Health and Safety Act 2011, in ensuring the workplace health and safety of employees and others. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases in the workplace. Vaccination of employees and volunteers is not a mandatory requirement under relevant legislation, however is considered by this service as a best practice approach to prevention of vaccine-preventable diseases outbreak.

All employees and volunteers working with children in the service should be up to date with all the vaccinations that are recommended for adults.

All employees and volunteers working with children in the service should consider additional/special vaccinations, recommended due to an increased risk of exposure in the workplace.

Information sheets from Queensland Health and Workplace Health and Safety Qld provide further guidance regarding recommended immunisations for adults, including but not limited to:

- Hepatitis A;
- Measles, Mumps and Rubella (MMR);

- Varicella (Chickenpox);
- Pertussis (Whopping Cough);
- Hepatitis B - (May be recommended in specific circumstances, such as when providing child care to populations who have a higher prevalence of Hepatitis B).

Any employee or volunteer conscientiously objecting to Vaccination shall articulate their position in writing, accepting responsibility for their own individual choice to do so. This document will be maintained confidentially in the employee/volunteer’s file.

Conscientious objectors may be required to seek further advice from a medical authority to support them to clearly understand such position. In such cases additional procedures will be relevant to those employees/volunteers should an outbreak of any vaccine-preventable disease occur in the workplace, this will include, but not be limited to:

- Exclusion from the workplace; and/or;
- Restrictions as advised by the relevant health authority.

Such exclusion would be without pay if that person is a paid employee of the service.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Child Care Services Handbook
National Health and Medical Research Council
Communication with Parents/Guardians Policy, Animals Policy, Information Handling Policy, Licensing requirements under Legislation Policy, Hygiene Policy

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<td>Inclusion of Educators immunisation</td>
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<td>Changed Family Assistance Office to Department of Human Services. Update to reporting procedures</td>
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Information Handling

In order to protect children and better provide its services, YMCA OSHC seeks and deals with personal and sensitive information relating to families, children and others. YMCA OSHC respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Our services support the principles of privacy and confidentiality. Types of Information we collect includes personal information on employees, children and families which is used in the operation of our service. Personal information collected includes: Names, addresses and contact numbers for family members, children’s medical details, qualifications, recognised training and/or positions, places of employment.

Procedures

All staff and management members are required to sign a Confidentiality Deed.

YMCA OSHC complies with the Privacy Principles under the Privacy Act, 2000 (Commonwealth) through this policy.

YMCA OSHC services obtain the written consent of persons to the use of the information by the service in connection with providing care, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information. The service may seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.

YMCA OSHC protects the rights of the individual’s privacy by ensuring that information collected is stored securely in a locked filing cabinet. When transporting confidential information Area Coordinators will make all reasonable efforts to ensure that the individual’s privacy is maintained.

Records of the service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfil the service’s Duty of Care and responsibilities to the children.

All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.
The Coordinator will ensure that children’s records are reviewed and updated at least once per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child’s record.

The service will ensure:

- Fair and open information collection practices;
- Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
- Limiting the use and accessibility of personal information.

Record Back Up and Off Site Information Handling

YMCA OSHC acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of the service are stored on computer or other files. The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent the service from losing valuable information therefore it is important to maintain effective storage procedures.

The IT Manager will be responsible for ensuring that daily back-ups occur of YMCA OSHC service computers. Some programs are web based and may be automatically updated by the software provider.

Storage of computer data shall be carried out in accordance with any requirements of the organizations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

Any data or memory sticks, compact disks or other computer storage devices purchased by the service, shall remain the property of the service. No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company.

References and Related Policies:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- Privacy Act 2000
- YMCA Quality Manual
- Enrolment Policy, Communication with Families Policy
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Information Technology

YMCA OSHC acknowledges and recognizes the significant impact of information technology on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use the service.

Procedures

Information technology shall be considered a valuable learning tool for school age children attending YMCA OSHC services and shall be included as an appropriate part of the overall program when accessible. Information technology shall include service owned computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.

Information technology accessible to children such as the internet shall be monitored by Educators. Approved mechanisms shall be put in place to ensure that children who are able to access the internet at the service do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.

Educators are not permitted to use personal mobile phone cameras to take photos of children. Educators are not permitted to use personal digital (or manual) cameras under any circumstances, to take photos of children.

YMCA OSHC services shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

We discourage children from bringing electronic devices, as we cannot guarantee the safety of these expensive items. If children do bring personal belongings to the service, they do so at their own risk. We supply a range of appropriate activities for our children, limiting the need for personal belongings to be bought from home. Personal electronic devices are not to be able to access the internet at any time whilst onsite, unless during supervised periods.

Online Social Networking
Good judgement and common sense must be used to ensure the reputation of the service, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

While YMCA OSHC does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of the YMCA, its employees and other stakeholders, will be treated as a serious breach of this policy and will result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

- Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;

- Negative work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;

- Private messaging will not be used as a method for discussing grievances among Educators;

- Be clear that your personal views are yours, and not necessarily the views of the service management and/or stakeholders;

- Photos of employees clearly in work uniform with logo displayed are not to be placed online if they are of unprofessional nature;

- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People Act 2000
YMCA Quality Manual
Program Policy, Facilities and Resources Policy, Information Handling Policy, Role and Expectation of Staff Policy

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Insuring Risks

YMCA OSHC recognises and acknowledges the need for a responsible approach to identifying and managing risks and will have adequate insurance protection at all times. Employees, children, and parents/guardians will be protected from the financial repercussion of public liability.

Procedures

As per the Education and Care Services National Law 2010 responsibility rests with the Approved Provider to take out and keep current adequate public liability insurance with a minimum cover of $10 Million building and contents (including loss of cash from premises or in transit) and other insurances. A certificate of currency shall be kept on file at the service and updated annually.

Through YMCA Australia, YMCA OSHC sources information on insurances required for our services and ensures insurances are purchased through a reputable insurance broker and are adequately maintained.

YMCA OSHC ensures that adequate Worker’s Compensation Insurance for all staff including volunteers is held.

All excursions will be presented by the Coordinator to the service Area Coordinator for approval at least three weeks prior to Vacation Care. Where the Area Coordinator deems relevant they will consult with the Manager OSHC on the suitability of the excursion or the relevance of the Risk Assessment. The Coordinator will complete a written risk assessment for each excursion to identify possible risks.

Claims

In the event of a claim being made, or the possibility of a claim being made, the Coordinator will notify the Area Coordinator immediately. The Coordinator, in consultation with the Area Coordinator, will submit all relevant documentation to the Manager OSHC and Group Manager Child Care. The Group Manager Child Care will advise the CEO.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Workplace Health and Safety Act
YMCA Quality Manual
Facilities and Resources Policy, Illness and Injury Policy, Infectious Diseases Policy.

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Intellectual Property and Copyright

YMCA OSHC recognises that for the purposes of operating an OSHC service many written materials need to be developed to ensure compliance with relevant legislation. These written materials include, but are not limited to:

- Policies and procedures manuals;
- Handbooks;
- Operational documents and forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the OSHC shall remain the intellectual property of the YMCA OSHC.

Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be dated and marked with the name of the service.

If appropriate the document shall be further marked with the words ‘copyright’ or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

Employees or other agents engaged by the service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.

References and Related Policies:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- Copyright Act 1968
- YMCA Quality Manual
- Quality Compliance Policy
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Lost Property

YMCA OSHC acknowledges that children will bring to the service or carry with them certain personal belongings. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with bringing those belongings by various stakeholders. YMCA OSHC endeavours to assist children develop skills in respecting their and other’s property and develop independence by caring for their personal belongings.

Procedure

Families shall be responsible for providing children with appropriate belongings and property required for active participation in the service. Such property may include, but is not limited to, footwear, clothing, hats, bags and lunch boxes. The service shall remind families through relevant newsletters and publications such as the family handbook of appropriate personal belongings required at the service.

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

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

- Actively encourage children to care for their belongings;
- Remind children appropriately when belongings need to be placed in storage e.g. Lunch box into bag;
- Provide suitable storage to keep safe (at parent/family or child request) any item of personal belonging which is either special, expensive or at risk of being damaged.

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

Educators will ensure:

- The room and grounds, including port racks, are checked for any children’s property;
• Named items and items known to belong to a child attending the service are kept in a safe place until the child next attends or will be given to their school teacher to return;

• Unnamed items are placed in a designated lost property box;

• All children are aware of the lost property box and are reminded to check it if items are missing;

• School representatives are advised immediately if any valuable items are found within the school grounds; and

• When participating in an excursion, all children bring their property back to the service. However, ultimately the children are responsible for their own property.

Uncollected lost property will be donated to charity on the last day of Terms Two and Four.

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

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

References and Related Policies:

National Quality Standard
YMCA Quality Manual
Communication with Families Policy, Enrolment Policy, Excursions Policy

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Medication

In the interests of health and wellbeing of the children, YMCA OSHC services will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child’s name and dose of medication required. YMCA OSHC recognizes and acknowledges the skill and competence of children in working collaboratively with families to enable children to self-administer medications, with prior parent authority.

Procedures

When an enrolment form is submitted and a medical condition is identified, both Illness and Injury and Medication Policies will be provided to parent for further information. All up-to-date medical documentation must be provided to the service prior to the child’s first attendance yearly, failure to provide this, would delay commencement.

Wherever possible, children who require medication should be given medication prior to attending or after attending the service rather than requesting the Educators to do so.

The Coordinator/person in charge of the service shall have the discretion to request a second opinion from a doctor or hospital prior to administering any of the above.

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

- An oral, aural, nasal or topical medication;
- A prescribed medication;
- In its original package with a pharmacist’s label which clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date. (Medication without prescription labelling will not be administered); and
- Accompanied by a written authority from the parent/guardian via an Authorisation to Administer Medication form.

All medication will be kept by the Coordinator (or Educator) and stored in a locked cupboard or similar storage receptacle, not the child’s school bag, except in the case of epilepsy, anaphylaxis and asthma medication. For these cases, while inside the main OSHC room these medications will be stored in the pre-designated place that is easily accessible for Educators but out of reach of children. When moving out of the main OSHC room the educator in charge of the group will ensure the medication is included with the mobile first aid kit.
All medication will be administered by the Coordinator (or a staff member nominated by the Coordinator who is duly qualified in first aid) and witnessed by another staff member and entry will be made into the Medication Administration Register.

A parent/guardian may give an Educator permission allowing the administration of one appropriate dose only of paracetamol, on the discretion of the Educator, if the child has a temperature on or above 37.5 Celsius. Permission in this instance may be granted via email (as first preference) or via telephone. If the request is made via telephone, two Educators will hear the request and this will be recorded on a File Note and signed by both Educators.

On occasion, it may be necessary for an Individual Medical Emergency and Risk Minimisation Plan to be developed for a child. These plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding conditions such as asthma and epilepsy.

Unclaimed Medication

In the event of a child is leaving or has left the service, and their personal medication being unclaimed, the Coordinator will complete the follow steps;

- Contact the family to request collection or to get approval for disposal of medication.
- If successful contact is not made with the family via phone and or a follow up email, after 3 separate occasions over a period of a month;
- Unclaimed Medication will be disposed via a pharmacy and a receipt obtained.

Children Self-Administering Medication

In all instances of children self-administering medication, the relevant authority form will be completed by the parent/guardian, prior to the child administering the medication.

For asthma, diabetes or other similar ongoing medications, parents will be required to advise the Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (ie at what intervals) and by whom all such treatment is to be administered.

Self-administering medication, will be documented by a Coordinator or a Qualified Educator on the 07-633 Administration of Medication Record.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Communication with Parents Policy, Enrolment Policy

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<td>Updated parent communication strategy and details of risk minimisation plan</td>
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**Play Equipment**

We endeavour to provide play equipment to suit the physical, developmental, cultural and recreational needs of all children in our care.

**Procedures**

YMCA OSHC recognizes the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. When purchasing resources and/or equipment consideration will be given to the ages, skills and abilities as well as the area in which the resources/equipment are to be used.

Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards and is suitable for the purpose for which it is intended.

Equipment provided will be appropriate to the interest, developmental and cultural needs of the children, is flexible and able to be rearranged or adjusted to provide additional interest, variety, challenge and support the inclusion of children with special/additional needs.

The Coordinator will ensure that all equipment is regularly checked, cleaned and maintained in accordance with manufacturer's instructions and otherwise as reasonably necessary to ensure that it remains in a safe and good working order.

Children will be encouraged to access outdoor areas which include natural elements such as trees, plants, edible gardens, sand, rocks, mud and water.

Safe storage and shelving will be provided to allow children to independently access equipment and resources.

The Coordinator will ensure that a wide range of real, commercial, natural, recycled and simple homemade materials are provided to support the children’s learning in a range of ways.

All equipment utilised by YMCA OSHC is included in Workplace Health and Safety checks undertaken by the YMCA of Brisbane Workplace Health and Safety Manager.

If equipment is broken by a child through wilful behaviour, the replacement cost will be passed onto the parent/guardian.
We discourage children from bringing toys and electronic devices, as we cannot guarantee the safety of these expensive items. If children do bring personal belongings to the service, they do so at their own risk. We supply a range of appropriate activities for our children, limiting the need for personal belongings to be bought from home.

**Equipment Library**

YMCA OSHC maintains an Equipment Library for use by all services. Educators can request a library item via the OSHC intranet and retain the item for a period of one month. The same care will be taken with library items as for day-to-day service resources and equipment. If equipment is broken through negligence of the staff team the replacement cost will be passed onto the service.

**References and Related Policies:**

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- YMCA Quality Manual
- Budgeting and Planning Policy, Facilities and Equipment Policy, Program Policy, Workplace Health and Safety Policy

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Positive Behaviour Support and Management

We accept that children will come to YMCA OSHC from a variety of backgrounds and various stages of socialisation. Children should be happy and want to attend our services. Positive behaviour support and management strategies play an important role in the smooth and safe running of the service.

Families, Educators and children all have roles to play, as detailed in this policy. YMCA OSHC recognises the wide range of age groups that access our care, as well as the differing developmental needs of individual children. Positive behaviour support and management are approached by:

- Applying appropriate measures (in keeping with community standards);
- Focusing on supporting children to develop skills to self-regulate;
- Preserving and promoting children’s self-esteem; and
- Having regard to the other principles set out in the Philosophy of the service.

Procedures

YMCA OSHC and service specific philosophies reflect the positive focus our services have to guiding children’s behaviour. Our Educators understand that children have needs both as an individual and as part of a group and respond to these needs in ways that are effective and appropriate.

Acceptable standards of behaviour need to be maintained to:

- Ensure the physical and emotional health of all persons attending the service; and
- To ensure the service is able to meet its objectives without undue disruptions.

The service ensures that children are safe and secure and that the dignity and rights of all children and Educators are maintained at all times.

The children play a large role in the development and application of the service Code of Behaviour. The Code of Behaviour is kept to a minimum, easy to understand and focus on the safety and wellbeing of the children. The Code is displayed throughout the service and in the Family Handbook. Reinforcement of the Code of Behaviour takes place throughout all aspects of the program.
YMCA OSHC services have adopted the following Code of Behaviour

- We care for others, ourselves and our environment.
- We care about safety and personal belongings, including other children’s.
- We are always honest, respectful and well-mannered with each other.
- We accept and share responsibility.

Educators are required to:

- Model appropriate behaviour to children;
- Constantly and consistently uphold the service Code of Behaviour;
- Assist children to focus on the consequences of their actions and to make suitable choices regarding their behaviour;
- Acknowledge when children behave positively and strive to solve problems in keeping with the service Code of Behaviour;
- Direct children towards appropriate behaviour, using acceptable behaviour management techniques;
- Communicate with each child, by establishing eye contact and speaking softly, directly and clearly; and
- Use positive redirection, where possible, to redirect children’s unacceptable behaviour to an acceptable alternative and spend time with the child encouraging appropriate behaviour when they return to play.

At no time will children be physically or emotionally punished. There will be no withdrawal of food to the child.

Wherever possible YMCA OSHC services will incorporate the behaviour management principles and strategies of the school they are located within.

Educators will implement individual behavioural plans for children if deemed necessary by the Coordinator. This plan will be developed collaboratively with the Coordinator, Area Coordinator, parent/guardian, child and other health/educational professionals if required.

Educators will arrange the environment, appropriate to the developmental level of the children, so as to minimise frustration, interruption and hazards. The environment will offer privacy,
independence and appropriate adult supervision, while the daily routines provide enough time to play, a sense of security, little waiting and few transitions.

Educators will guide appropriate behaviour using strategies developed by the service staff team. In the event of appropriate guidance not being successful in curbing inappropriate behaviour, supervised exclusion may be used to allow a cooling off period for the child. The maximum period for this supervised exclusion will be 10 minutes or as defined by individual behaviour plan.

If supervised exclusion is not effective, Educators are to find a suitable alternative behaviour management technique. This may involve calling the child’s parent/guardian, and in extreme cases the parent/guardian may be requested to collect their child. The Coordinator will consult with the Area Coordinator prior to requesting parents/guardians to collect their child.

If a child has been placed in supervised exclusion on more than one occasion during a day, the Coordinator must be informed and the behaviour noted on an Incident Report. At the Coordinator’s discretion, they are to discuss the child’s behaviour with the parent/guardian upon collection.

Recurring problems will be addressed in partnership with the child’s parent/guardian, using objective observation records to establish an understanding of the cause. Meetings involving the child’s parent/guardian, Coordinator and Area Coordinator may be requested in order to ascertain whether the child’s enrolment can be continued.

Educators are responsible for handling all issues involving the children at YMCA OSHC. Parents/Guardians are not permitted to approach other children within the service.

Parents/Guardians are responsible for their child’s behaviour while on the premises but the Code of Behaviour still applies. If Educators observe a child breaking the Code they will discuss the behaviour with the child.

Safe, enjoyable excursions are an important part of programming at YMCA OSHC. The Coordinator reserves the right to have children withdrawn from excursions if their behaviour breaches the Code of Behaviour or is posing a danger.

**Physical Intervention**

Educators may use physical intervention if all non-physical interventions have been exhausted and a child is:

- Physically assaulting another child or Educator; or
- Posing an immediate danger to themselves or others.
Physical intervention can involve coming between children, blocking a child’s path, leading a child by the hand or arm, shepherding children by placing a hand in the centre of the upper back, removing potentially dangerous object, and in extreme circumstances, using more forceful restraint.

Physical intervention will not be used as a form of punishment. Physical intervention must not be used when a less severe response can effectively resolve the situation.

Physical intervention is not used as a response to:

- Property destruction;
- Disruption;
- Refusal to comply;
- Verbal threats; or
- Leaving the licensed premises, unless the child’s safety is clearly threatened.

Any physical intervention made must:

- Be reasonable in the particular circumstances;
- Be in proportion to the circumstances of the incident;
- Always be the minimum force needed to reduce the risk of harm to self or others; and
- Take into account the age, stature, disability, understanding and gender of the child.

Each instance of the use of physical intervention will be documented using an Incident Report and File Note.

**Exclusion for Behaviour Reasons**

In the event of a child’s behaviour consistently defying the rules of the service, it may be necessary to exclude the child for the safety and wellbeing of others attending the service.

- If a child places the safety and wellbeing of themselves or others at risk; or
- If a child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from a social group); or
If a child continually refuses to comply with the rules of the service.

Except where a child’s behaviour may reasonably cause physical danger, the first, second and third instance that a child breaches the service Rules of Behaviour, Educators will complete and sign an Incident Report. The parent/guardian will be required to sign the Incident Report upon review together. The Incident Report will be kept in the individual Child’s File.

A positive behaviour management plan, in consultation with the parent, will be implemented after the first incident, and reviewed after a second incident.

After the third incident, and after the above steps have been followed, a decision will be made regarding if the child will be excluded from the service for a specified time, determined by the OSHC manager.

In making the decision to exclude a child, all documentation of the child’s behaviour will be submitted to the Manager OSHC and the Group Manager Child Care. Documentation can include observations, checklists, child profiles, records of meetings and conversations.

The Manager OSHC or Group Manager Child Care will meet with the parent/guardian to discuss the behaviour concerns and possible exclusion. The Group Manager Child Care will advise the Chief Executive Officer (CEO) of the decision to exclude a child and provide documentation when necessary.

The parent/guardian will be informed verbally regarding any exclusion issue concerning their child and the exclusion will be confirmed in writing within 24 hours. The school will also be notified during this time. The correspondence will detail reasons for exclusion, including history of events and steps the parent/guardian can take to resolve the situation.

Prior to reinstatement of the booking, a meeting will be held between the Coordinator, the Area Coordinator, parent/guardian and child to discuss possible strategies for including the child back into the service.

In the event that there is a repeat of the same behaviour, the child will be excluded for four weeks, with a meeting held upon return as above.

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

The parent/guardian will have the right to appeal in writing to the CEO of the YMCA of Brisbane in relation to any exclusion of their child. The appeal period expires seven days after the parent/guardian receives written notice of exclusion.
Exclusion may also occur if the parent/guardian has failed to act on at least two education/counselling opportunities or failed to address recommended changes to behaviour management techniques used with the child, when those changes have been recommended by professionals and agreed to by the parent/guardian.

**Physical danger to child or others**

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

The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and the Area Coordinator, with notification given to the Manager OSHC and Group Manager Child Care, with consideration to confidentiality.

**Individual Behaviour Plans**

On occasion, it may be necessary for an Individual Behaviour Plan to be developed for a child. This plan will be developed collaboratively with Coordinator, Area Coordinator, parent/guardian, child and other health/educational professional if required.

**Exclusion from School**

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

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

**References and Related Policies:**

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Food and Nutrition Policy, Staff Role and Expectations Policy, Staffing Ratios

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<td>Clarified when physical intervention can be used Amended Group Manager title</td>
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Preventative Health and Wellbeing

YMCA OSHC promotes preventative health and wellbeing amongst the children and Educators. In keeping with our philosophy, we aim to promote personal responsibility amongst the children where possible. By adopting standards accepted within the wider community, the children receive consistent information relating to their health.

Procedures

Sun Safety

YMCA OSHC services observe Sun Smart practice all year round and regularly include games, promotions and activities that incorporate the Sun Smart message into our programs. Sun Smart behaviour is reinforced to families through regular newsletter articles and visual cues displayed at services.

Hats that protect the face, neck and ears, preferably legionnaire, brimmed (min. 7.5cm brim) or bucket style (deep crown, min. 6cm brim), will be worn by all Educators and children at the service. Children are to wear clothing that covers as much skin as possible, for example shirts with collars and sleeves. Educators and children are encouraged to wear loose fitting, wraparound sunglasses that meet Australian Standard 1067 and cover as much of the eye area as possible.

Outdoor activities will be limited between the hours of 10.00m and 2.00pm. Limited outdoor activity will take place within these hours when consideration has been given to shade available. Whenever possible children will be encouraged to play in shaded areas when outside.

YMCA OSHC has made a commitment to the best possible Sun Safety Policy by supplying water resistant SPF 50+ sunscreen, at a minimum, for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. If children are to use their own sunscreen, parents/guardians should inform Educators via the Enrolment Form.

Children will apply their own sunscreen under the supervision of YMCA OSHC Educators. Sunscreen will be applied 20 minutes prior to going outside to play or swimming and children are encouraged to reapply every two hours. Children will be reminded to apply sunscreen appropriately and regularly.
Children without adequate sun protection must play indoors or under covered areas only. A ‘No Hat No Play’ attitude is strictly adopted. Sun Smart rash shirts or t-shirts are required by all children when swimming. They must be worn during swimming over swimmers.

Ear Care

Children will be encouraged to consider their own ear health through discussions with Educators on issues relating to their ears such as cleaning, noise, water and infections. A Queensland Health initiative, The Deadly Ears Program aims to reduce the rates of chronic ear disease among Aboriginal and Torres Strait Islander children in regional, rural and remote communities across Queensland through consultation with local communities and the promotion of health initiatives for families.

Service Environment

Children are allowed to take their shoes off inside at YMCA OSHC. Shoes must be worn at all times whilst outdoors. The exception would be unless a Risk Assessment of the outdoor activity has been undertaken by the Coordinator and approved by the Area Coordinator. Children should attend YMCA OSHC with suitable footwear, especially when an excursion or high energy activity is planned. The wearing of sneakers, or similar, is required at all times.

YMCA OSHC services recognise that children need to be provided with rest areas and are equipped with:

- A sleeping mat, with waterproof cover, for children who require a rest or are feeling unwell.
- Bed linen that is clean and adequate for climatic conditions. Bed linen is laundered and stored appropriately at the end of each use.

Educators will establish a quiet, comfortable environment for children by provision of, but not limited to, the following:

- Children’s shoes removed;
- Providing sheets, blankets, pillows as required;
- Providing toys to cuddle;
- Providing relaxation music; and
- Ensuring adequate ventilation to the room.
Children must inform Educators when they are going to the toilet. Educators must check that children have returned to play after 3-5 minutes. If they have not returned, the Educators member will inform the Coordinator, who will check on the children’s safety. Toilet Management Plans are developed for each individual YMCA OSHC service and these plans specify particular supervisory requirements. Often toilets are located outside of and away from the main OSHC room; in this case Toilet Management Plans will include instruction for Educators members to inspect toilets prior to allowing children entry to ensure no unauthorised persons are present. Children will be provided with umbrellas to access the toilets in the event of rain.

Smoking is not permitted at or about YMCA OSHC services or the school sites on which they are located. This is a condition of entry as per Education Queensland Policy. Appropriate signs, displaying a no smoking symbol such as a circle with diagonal line over a picture of a cigarette, shall be displayed in accessible places to reinform the message of a non-smoking environment.

Ceiling fans and air conditioners will be used when Educators deem appropriate and in accordance with individual service procedures.

YMCA OSHC services understand the need to maintain a healthy and safe environment for children and Educators whilst at the same time valuing the aesthetic appeal of the natural environment. A number of plants and fungi are known to be poisonous to people and may pose significant risk if consumed, or in some cases handled. YMCA OSHC services shall endeavour to ensure the environment is free of potentially poisonous plants and fungi. Each service shall maintain a current copy of the Queensland Government Resource “Plants and fungi poisonous to people in Queensland” produced by the Queensland Health Environment Protection Agency. The service shall keep in a visually accessible location the number for the Poisons Information Centre 131 126. The service environment will be maintained free from poisonous plants and fungi through:

- Negotiating with land owners, particularly where the space is shared, the removal and planting of suitable trees, plants and shrubs;

- Regularly checking the service environment for growth of potentially poisonous plants, in particular weeds and fungi;

- Immediately removing any recognised poisonous plants from the service environment using appropriate gardening gloves and tools and disposing of these in a safe manner.
**References and Related Policies:**

Education and Care Services National Law Act 2010 and Regulations 2011  
Workplace Health and Safety Act 2011  
National Quality Standard  
Queensland Cancer Fund Guidelines  
Plants and Fungi Poisonous to People in Queensland  
Animals Policy, Hygiene Policy, Food Handling Policy, Illness and Injury Policy

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Program Planning

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

Procedures

A suitably qualified and experienced Educator will be identified as the Educational Leader for the service.

The Educational Leader is responsible to have a written program plan prepared for each aspect of the service in accordance with ‘My Time, Our Place’. This program plan will be on display for everyone’s information.

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

- Demonstrate that the five learning outcomes provide a focus for the activities and experiences planned for individuals and groups of children;

- Takes a holistic view of children’s learning, focusing on their physical, personal, social, emotional and spiritual wellbeing;

- Are built around routines, i.e. arrival, hand washing, eating etc;

- Includes a variety of activities and experiences that promote effective hygiene practices, good nutrition and healthy lifestyles;

- Includes activities which would normally be a part of the life of children during hours outside of school (this is particularly relevant during Vacation Care where excursions become an important part of the program);

- Demonstrates flexibility in program delivery by incorporating children’s ideas, culture and interests to ensure the experiences are relevant and engaging;
• Promotes the children’s sense of belonging, connectedness and wellbeing by taking an interest in the individual needs, interests, diversity, views and abilities of the children;

• Provide a variety of indoor and outdoor experiences, open ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children attending the service;

• Provide appropriate opportunities for children as individuals and small groups to follow and extend their interests;

• Provide appropriate opportunities for children to participate in physical play, accepting and acknowledging each child’s level of participation according to their abilities and interest;

• Provide appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance, drama, etc;

• Provide appropriate opportunities for children to develop a range of life skills such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour;

• Takes account of necessary modification and enhancements identified through the Program Evaluation Policy, as well as spontaneous child-initiated opportunities and moments of intentionality when required;

• Provides appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia’s Aboriginal and Torres Strait Islander heritage;

• Encourages and provides appropriate opportunities for families to participate in shared decision making and give feedback about the program and their child’s learning;

• The principle of equal opportunity will be applied in this service’s program. Children, regardless of gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities.

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

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

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

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

**Physical Activity**

YMCA OSHC aims to provide all children with appropriate, frequent and varied physical activity opportunities, focusing on enjoyment and participation, thereby encouraging positive physical activity habits in all children. When planning physical activity games and experiences, individual children’s needs, interests, ages and capabilities will be taken into consideration.

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

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

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

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

Educators will encourage and provide appropriate support to children to participate in new or unfamiliar physical experiences.
Educators will act as good role models by becoming involved in and enjoying children’s physical activities.

**Amount and types of Physical Activity**

OSHC contributes to the recommended daily physical activity for children in accordance with the physical activity recommendations for 5-12 year olds as published by the Australian Government Department of Health and Ageing.

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

To encourage children to play outdoors, television, computer and/or game consoles will be restricted to certain times of the day.

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

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

**Safe and supportive environments**

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

All physical activity sessions will be adequately supervised by an Educator.

In adverse weather conditions, outdoor playing time is substituted with equivalent indoor activities.

Educators and children wear broad-brimmed hats and apply a 30+ sunscreen on exposed skin at regular intervals when involved in outdoor activities.

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

Drinking water is readily available with educators encouraging children to access it.

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

**Equipment**

A wide range of safe, adequate and appropriate equipment for physical activity is available for children and, there are a variety of facilities available for children to use.
All play equipment is regularly maintained and cleaned with broken items identified and removed.

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

**Learning about physical activity**

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

There is allowance in the service budget for Educators to attend training in relation to physical activity for children.

Appropriate physical activity manuals and other resources are available at the service.

**Extra-curricular Activities**

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

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

As per the Arrivals and Departures Policy, the family shall be responsible for informing the OSHC service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the service.

**Creative and Expressive Arts**

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

When planning creative and expressive arts experiences, individual children’s needs, interests, ages and capabilities will be taken into consideration.
Educators will encourage children to actively participate in a variety of creative and expressive experiences including art and craft, singing, dancing and imaginative play.

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

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

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

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

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

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

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

**Audio Visual Activities and Equipment**

Children’s mobile phones are not permitted at YMCA OSHC and if brought must be handed into Educators. We have a landline phone on which parents can contact us at any time.

We discourage children from bringing electronic toys and electronic devices, as we cannot guarantee the safety of these expensive items. If children do bring personal belongings to the
service, they do so at their own risk. We supply a range of appropriate activities for our children, limiting the need for personal belongings to be bought from home.

YMCA OSHC services may use audio-visual aides such as films and videos as part of the program after thoughtful consideration relating to the content and message of the film. Educators will ensure all videos and films are suitable for the children's ages and where possible preview the film. TV, films, computerised games and videos will only be viewed if they have a G or PG rating.

Activities involving audio-visual aides will be kept to a minimum allowing children the opportunity to partake in indoor, outdoor games, and physical play. Audio-visual aides will not be used for more than one hour per day or one standard movie per day. Educators are not to use audio visual aides during Before School Care and are strongly encouraged not to use audio-visual aides after 7.30am (Vacation Care only) or before 5.00pm. Additional time may be allowed, at the Coordinator’s discretion, for special circumstances, for example The Olympics or other televised events. The use of audio-visual aides will not be a daily activity.

Parents/Guardians will be notified of any G and PG rated films and TV regularly being screened at services. The titles of all videos and DVDs kept at the service will be available upon request of parents/guardians. Parents/Guardians are to advise the service in writing should they wish for their child not to view any particular video or DVD. The Coordinator will advise parents/guardians of planned screening of other audio-visual aides to allow them the opportunity to advise that they do not wish for their child to partake in the activity.

References and Related Policies:
- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- ‘My Time, Our Place’ Framework for School Age Care
- Physical Activity Guidelines
- YMCA Quality Manual
- Program Evaluation Policy, Staffing Ratios Policy, Diversity, Inclusion and Respect Policy, Educators Practice Policy, Preventative Health and Wellbeing Policy, Escorting Children Policy, Communication with Families Policy, Educators Role and Expectations Policy

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Program Evaluation

In order to ensure YMCA OSHC programs are effective in delivering the objectives and learning outcomes as reflected in these policies and procedures, services regularly reflect on, and evaluate, the structure, process and content of its programs.

Procedures

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

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

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

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

Children’s comments, suggestions and feedback are recorded in the children’s meeting/suggestion book which is reviewed at regular team meetings for activities and experiences that could be implemented into the program.

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

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

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

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

The Coordinator and Educators will, through an ongoing process of self-evaluation, monitor, evaluate and review the program delivery in line with the National Quality Standards and to ensure they fulfil these policies and procedures and any other relevant obligations of the Service.

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

Observational Recording

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

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

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

• Diary entries;
• Anecdotes;
• Photographs;
• Journals;
• Learning stories;
- Programming notes; and
- Evaluation forms.

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

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

The service may from time to time require Educators to document long records of observations, particularly in respect to behaviour incidents or issues relating to child protection matters.

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

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

**References and Related Policies:**
- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- Program Planning Policy, Staff Practice, Role and Expectation of Staff Policy.

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Protection of Children

The safety and protection of the children who attend YMCA OSHC is our number one priority.

Procedures

The YMCA of Brisbane is accredited by the Australian Childhood Foundation and has an ongoing relationship with In Safe Hands to provide annual child protection training.

All Educators are employed using appropriate employment procedures including positive suitability notices and background checks. Once employed, Educators undergo constant training around child protection policies and routines which the service adheres to.

Physical environments are checked by Educators prior to children entering.

Two Educators are onsite at all times. Where an emergency situation arises that leads to one staff member being onsite alone Educators should refer to the YMCA of Brisbane Safeguarding Children and Young People Policy for direction.

Child care legislation has approved areas in which YMCA OSHC services may operate. Our Educators are aware of these designated licensed areas, and actively supervise the children within these licensed areas. Children are actively supervised to ensure that they are protected from harm caused by physical injury or harassment and other non-physical harm, whether caused by other children, Educators, parents/guardians of other children or any other person.

Written parental permission will be obtained during the enrolment process for children to be photographed by Educators at the service. These photos will be taken with service owned equipment for use within the service only, not on promotional or advertising material. Additional permission will be sought for photos to be used for promotional or advertising material, or by students on placement conducting developmental child profiles.

Approved Provider representatives, Educators and volunteers are required to hold current, positive suitability notices issued by the Blue Card Services.

YMCA OSHC services observe the YMCA’s of Australia Safeguarding Children and Young People Policy.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Child Protection Regulations 2000
Commission for Children and Young People and Child Guardian Act 2000
YMCA of Brisbane Safeguarding Children and Young People Policy
Anti-Bullying Policy, Inclusion, Diversity and Respect Policy, Positive Behaviour Support Policy, Reporting of Child Abuse Policy

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Quality Compliance

YMCA OSHC strives to meet the National Quality Standard for Early Childhood Education and Care and School Age Care and the requirements for Approved Providers of child care services under the Education and Care Services National Law Act, 2010 and Regulations 2011 in such a way as to best fulfils its ability to care for children and to carry out the agreed policies and procedures of the Service.

Procedures

YMCA OSHC has developed, and will regularly review and update, written policies for conduct of our services (including at least the matters required by the Education and Care Services National Regulation 2011 and the National Quality Standards).

The Coordinator, with support from the service Area Coordinator will act to:

- ensure and monitor the implementation of this Quality Compliance Policy;
- check for, record and act on any non-compliances by the service or its employees with this Quality Compliance Policy or any Quality Areas; and
- to monitor changes in the Education and Care National Law Act, 2010 and the National Quality Standards (or any specific quality elements) which may affect or require a change to any of the Policies and Procedures of the service.

YMCA OSHC adopts a statement of Philosophy, as part of its Policies and Procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted within the service.

Educators are an important part of the service and:

- are consulted as appropriate in the development and modification of all Policies and Procedures;
- are provided with an up-to-date Staff Handbook, containing relevant information necessary to enable them to abide by service Policies and Procedures;
agree to adhere to all values, Policies and Procedures, through written terms of employment and role statements, including acceptance that repeated failure to comply may result in termination of employment.

The Coordinator in conjunction with the service Area Coordinator is responsible for conducting regular informal assessments, and formal annual performance reviews, of all employees’ adherence to Policies and Procedures and to take immediate appropriate steps to address non-compliances.

Our Philosophy is displayed on the wall of all services, in the Staff and Family Handbook.

Children and families are an important part of the service and:

- are actively invited to participate in decision-making and Policy development wherever appropriate;
- are kept informed of all Policies and Procedures, and their means of communicating with the Service, through a Family Handbook and regular communications via the Service newsletter.

In addition to this general Quality Compliance Policy, the National Quality Standards requirements of the current legislation are incorporated into the specific Policies and Procedures.

References and Related Policies:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standard
- YMCA Quality Manual
- Reporting of Child Abuse Policy, Program Policy, Food Handling Policy, Facilities and Resources Policy, Emergency Equipment and Facilities Policy, Approval Requirements under Legislation Policy, Risk Management and Compliance Policy

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Reporting of Child Abuse

YMCA OSHC applies the following principles:

- Our services recognizes the complexity and sensitivity surrounding the issue of suspicion of child abuse and the decision making process of whether or not to report it.

- Whilst treating the interests of the child as paramount, our services respect the reputation of all involved in suspected cases of child abuse.

- Our services recognise that relying on information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.

- It is the responsibility of the Nominated Supervisor to report any incidents of suspected child abuse in conjunction with YMCA management and professional advice obtained from the Department of Child Safety.

- The Nominated Supervisor, in conjunction with YMCA management will report immediately any serious injury, death or suspected harm to the Office for Early Childhood Education and Care.

In our role as protectors of children within our care, we strive to create an environment in which children and Educators are able to encourage and learn proactive behaviour strategies. These proactive strategies will include:

- Promoting protective behaviours to children;

- Regular in-service and external training for Educators;

- Implementing and reviewing policies and procedures;

- Seeking professional advice;

- Supporting and educating families on child protection issues; and

- Ensuring, through observation, Educators relationships with children reflect the highest standards.

Procedures

The Coordinator will ensure that the service and all Educators have appropriate and up to date information regarding their legal obligations to report abuse.
Staff will report all reasonably suspicious circumstances or allegations of abuse to the Coordinator who, before taking any action, must satisfy themselves that there are reasonable grounds for the suspicion/allegation and that the motives of those concerned are genuine.

The Coordinator will immediately follow the reporting procedures outlined in the YMCA of Brisbane Safeguarding Children and Young People Policy including notification to the Office for Early Childhood Education and Care.

All persons involved in a case of suspected child abuse will be treated with sensitivity and respect and all information about the case will remain confidential.

Relevant Educators will record all details and objective observations immediately. This record will be kept separate from other documentation and will remain confidential.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Child Care Services Handbook
YMCA Quality Manual
YMCA of Brisbane Safeguarding Children and Young People Policy
Information Handling Policy.

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Risk Management and Compliance

YMCA OSHC seeks to minimise risk and harm to any person involved with our services. Risk Management is the action taken to minimise the chance of a person sustaining a serious injury or harm from a hazard at a workplace.

Risk Management benchmarks will be met by:

- Adhering to State and Australian government legislation and regulations;
- Adhering to correct Workplace, Health and Safety practices;
- Adhering to service Policies and Procedures;
- Providing equal opportunity employment;
- Ensuring adequate insurance; and
- Maintaining equipment and facilities to the highest possible standards.

Procedures

YMCA OSHC Policy and Procedures are in place and available to all involved with our services. These policies and procedures are accessible at all times for easy reference.

The Coordinator, in collaboration with the YMCA WHS Manager, Area Coordinator and Manager OSHC, will regularly monitor changes to relevant legislation and ensure the service meets legislative requirements. The Coordinator will inform Educators of all such changes. The Coordinator will ensure policies and procedures of the service are complied with and updated as needed.

The Coordinator monitors Educators on an ongoing basis, and through formal performance reviews, to ensure, amongst other things, that they understand and apply these policies and procedures. Risk Assessment tools such as Staff Communication Book and Incident Report will be completed by Educators as required.

High Risk activities and Special Events

High level risks and special events shall be identified from time to time within the program, through consultation with Educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.
The risk management process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity.

All relevant stakeholders shall be informed of how the service intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

**Crisis and Critical Events**

This may include emergency situations such as fire, flood, other natural disasters, external threats, evacuation etc. Preventative measures shall be taken to prepare for critical events such as:

- Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions;
- Creating a ‘storm pack’ including a torch and batteries, radio, rations etc.

The details of the crisis or critical event shall be documented on a service incident report and shall include the projected impact on the stakeholders within the service, immediate actions, follow up actions and ongoing actions. Immediate actions may include:

- Carrying out plans as per the service risk management process;
- Ensuring immediate safety of those involved;
- Administering first aid;
- Reassuring children, families, employees, volunteers and students;
- Seeking assistance from emergency services and management;
- Accompanying children or others to hospital by ambulance when necessary.

Follow up actions may include:

- Seeking access or referral to, appropriate counselling and critical incident debriefing services to provide support to those affected within the service including children, families, employees and management.
- Observing children’s reactions and behaviour;
- Supporting children to appropriately express thoughts and feelings;
• Providing a stable and nurturing environment with familiar routines;

• Supporting employees through team meetings and accessing relief employees to support when appropriate;

• Providing professional support and special leave when needed;

• Supporting families through meetings and written information;

• Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation.

Ongoing actions may include:

• Monitoring and supporting children, families, employees, volunteers and students;

• Evaluating emergency and critical event management plans.

Managing breaches of the Risk Management Strategy

Risk Management Plans for high risk activities and special events shall be monitored on a regular basis (annually or as required). Information regarding the service’s risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Communication and Support

Information will be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures through borrowing from the service. Information will be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies will be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#1 Risk Management
#2 Risk Management Plan
References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Australian Standard on Risk Management
Australian Standard on Compliance
YMCA Quality Manual
Emergency Equipment and Facilities Policy, Excursions Policy, Facilities and Resources Policy, Food Handling Policy, Transport for Excursions Policy,

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Review of Policy and Procedures

YMCA OSHC believes that review and revision of policy and procedure is a critical aspect of providing quality care. Our Policy and Procedure Manual is an ever-changing document that develops in acknowledgement of and reaction to stakeholder needs.

Procedure

YMCA OSHC acknowledges the broad range of information sources including statutory documentation that is referred to and references either directly or indirectly in the development of policies and procedures. The service shall develop policies and procedures which reflect the true nature of the service’s operations. Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.

By regularly reviewing service policies YMCA OSHC can ensure compliance with legislation and regulations as well as give consideration to the latest child care resources, technology and studies. All service stakeholders are encouraged to participate in the annual review of our Policy and Procedures Manual.

Staff, families and members of the community have the opportunity to provide comment on OSHC policy or procedure at any time. Stakeholders wishing to make comment or suggestion are encouraged to complete a Policy Review Consultation form, available at all YMCA OSHC services.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual

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Security

YMCA OSHC strives to ensure the safety of all persons on site.

Procedure

Educators will take all reasonable precautions to not allow any person to enter the areas designated for OSHC use if they are unknown to them. Educators will escort unknown visitors to the Coordinator.

For safety, security and insurance reasons YMCA OSHC service staff are not permitted to be onsite outside of their normal rostered hours, except in the case of an emergency. This includes, but is not limited to, arriving early to a Before School Care shift, staying late after and After School Care shift and remaining onsite during split shifts. The ‘buddy system’ is also to be enforced when Educators are leaving the building on the late shift. Educators must not enter the service alone on weekends. It is the responsibility of staff to ensure the YMCA OSHC buildings are secure and where relevant the security system enabled.

Educators will not divulge their personal digit code for the security system to unauthorised people.

If any person appears to be loitering in the carpark or on the premises, Educators will monitor the situation, and ask them to move on if it is felt safe to do so. If the loiterers do not move on, Educators will call the police straight away.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#20 Banking and Security
#22 Theft and Break In
#23 Security of Premises
#24 Security Call Outs
#25 Surveillance of YMCA Facilities

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
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<td>Direction that staff are not be onsite at the service outside of operating hours</td>
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<td>Removed requirement not to enter the building alone</td>
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Staff Employment

YMCA OSHC strives to follow transparent processes to employ staff who are qualified and appropriate for the Educator position. YMCA OSHC also strives to be an equal opportunity employer. To ensure the best possible outcomes through the recruitment and selection process, it is essential to implement practices and procedures to ensure suitable candidates for positions are employed.

Procedures

The Manager OSHC, in consultation with the YMCA HR Manager, will ensure that appropriate expert industrial relations advice is sought and obtained as necessary to deal with staffing issues within appropriate legal and industrial standards.

Certified copies of staff qualifications, first aid qualifications and driver’s licence (if applicable), will be held by the service in individual staff files. Certified copies of suitability notices will be filed in their individual Staff File.

Recruitment, Selection and Appointment Process

When employing staff, YMCA OSHC will follow the procedure below:

- Having become aware of the need to appoint new staff, the Area Coordinator will determine basic qualities and qualifications required so that a suitable advertisement can be prepared.

- All positions will be advertised in local media, a job agency or within the local community. All advertising will comply with current legislation and particularly anti-discrimination legislation.

- For a permanent position an interview panel will be appointed to undertake sorting of applications and interviews. This panel will be responsible for making decisions on the suitability of candidates. Successful candidates will be sent a Letter of Appointment and unsuccessful candidates advised that they have not been accepted.

- For a casual position the Area Coordinator, in consultation with the Coordinator, will be responsible for making decisions on the suitability of candidates. In all cases a phone interview, face to face interview, an interaction observation, blue card validation, and referee checks will be conducted prior to appointment.
• Successful candidates will be required to sign a declaration that they have received and agree to accept the job on the basis of the materials received, and agree to observe strictly the policies and procedures of YMCA OSHC, as modified from time to time.

Staff will be employed (including volunteers) only if, after reasonable enquiries by YMCA staff, they are appropriate for the job, as detailed within the Staff Role and Expectations Policy. The ‘reasonable enquiries’ required for employing staff include:

• Requesting an appropriate resume from the candidate, including three character referees and 100 points of identification;
• Facilitating an interview for the candidate, with a minimum of 2 interviewers;
• Contacting at least three referees to check the person’s character;
• Obtaining relevant clearances; and
• Determining and obtaining a certified copy of, the appropriate qualifications of the person for the relevant job.

Induction and Orientation Process

All new staff will be given an induction and orientation session by the Coordinator or Area Coordinator, to ensure that the new staff member is aware of, and where relevant, obtains copies of:

• Their terms of employment or engagement (including role description and probation period);
• All policies and procedures (including grievance procedures);
• Information about the Philosophy and Goals of the service;
• The Employee Benefits Program Package;
• National Quality Standards for Education and Care Services;
• “My Time, Our Place’ Framework for School Age Care;
• The physical facilities of the service;
• The other staff in the service and their roles;
• Their duty of care owed to children and others; and
• Any other matters which are necessary to enable them to properly do their job within the service, or which they reasonably wish to know.
The Area Coordinator, Coordinator and Administrator all take responsibility for the appropriate and ongoing induction and orientation for new employees.

The orientation and induction process shall include (but not be limited to):

- A meeting with the new employee prior to engagement to complete all paperwork relating to their suitability for employment. (This will involve completing appropriate documentation to validate the new employee’s blue card where one is already held by the candidate.);
- An information package given to the new employee, which highlights key aspects of the role which must be known and understood prior to commencing work at the service;
- A minimum two hour induction/orientation session where the staff member will work through the Induction and Orientation documentation with the guidance of the Administrator and Coordinator;
- Once the induction and orientation documentation has been completed the new employee will be partnered with an experienced educator for their first onsite experience with the children.

Appraisal and Evaluation Process

YMCA OSHC acknowledges that to ensure the provision of high quality child care, an active approach is needed in relation to monitoring and managing the ongoing performance of employees to ensure that appropriate knowledge, skill and capacity to perform the position effectively are maintained.

As part of YMCA OSHC risk management and compliance controls, we undertake a process of regular staff appraisals. During probation periods, regular supervision meetings will be conducted between the staff member and their immediate supervisor. At the conclusion of a probation period a formal Performance Development Review will be completed by the Coordinator or Area Coordinator. Subsequent formal appraisals will be conducted annually.

The Manager OSHC will, in conjunction with Area Coordinators, review staff job descriptions and any other requirements relating to YMCA OSHC service positions, at least once each year and will ensure that any resulting changes to job descriptions, performance indicators or terms of employment are recorded and accepted by both parties.
Staff Feedback

YMCA OSHC values feedback from staff members and sees it as a tool for implementing improvements that raise the standard of care and working environment provided at our services.

Staff are encouraged to give their feedback on all aspects of operation, for example procedures, activities, policies and daily routines.

This feedback may be given verbally to the Coordinator during general conversations, at staff meetings or via communication with the Area Coordinator and Manager OSHC.

Staff are to refer to the YMCA OSHC Staff Grievance policy for complaints and serious concerns.

Poor Performance

If it becomes apparent during the appraisal and evaluation process that an employee’s work performance is lacking, the Coordinator will discuss with the Area Coordinator and if necessary will contact the Manager OSHC. The Manager OSHC will then contact the YMCA’s Human Resource advisors and the Group Manager Child Care and follow advice given. If at any time the staff member is dissatisfied with the review of their performance they have the ability, and are encouraged to, contact any member of YMCA management including the HR Manager.

Dismissal

If it becomes apparent that there has been a failure to comply with the job specifications and expectations provided in the job description and job contract given to, and signed by, the employee at time of employment, the Area Coordinator will immediately contact the Manager OSHC. The Manager OSHC will then contact the YMCA’s Human Resource advisors and the Group Manager Child Care and follow advice given.

If at any time the staff member is dissatisfied with the review of their performance they have the ability, and are encouraged to, contact any member of YMCA management including the HR Manager.

Employee Qualifications – Monitoring Process

YMCA OSHC seeks to ensure that all employees enrolled and studying relevant qualifications are monitored and supported as they progress through their studies. This ensures that the service strives towards providing a suitably qualified level of staff.
All employees shall provide a copy of their certificate of enrolment in the approved course or other relevant documentation providing such evidence during their initial probation period or as otherwise required by legislation. This record shall be attached to a study monitoring form and maintained in the employee’s confidential file held at the service.

The Coordinator and/or Area Coordinator shall monitor and track the employee’s progress through the course, particularly observing that the course will be completed within the required time frame being twice the scheduled course duration.

The employee shall be required to submit a Statement of Progress/Result or other evidence such as a transcript to demonstrate appropriate completion of course components on a regular basis. (This information will be gathered every 6 months or as details are released from the Training Provider or Higher Education Institution).

In the event that necessary progress through the course is observed by the Coordinator and/or Area Coordinator to be delayed and or jeopardized for any reason, then a meeting shall be scheduled between the employee and the Coordinator, Area Coordinator, and where necessary, the YMCA HR Manager to discuss an appropriate course of action. The Manager OSHC will be informed of the outcomes of this discussion and shall have authority to approve the required course of action. The employee may jeopardize their ongoing employment at the service if they fail to meet the progress in study requirements or complete the course within the prescribed finishing period.

**Employment of Family Members**

YMCA OSHC may at times employ family members or personal friends of staff. In these instances, the following will apply in addition to the above employment procedures:

- The relationship will be disclosed on the job application;
- The interview and appraisal processes will not involve the associated staff member;
- All reference checks will be made by an independent person;
- Disciplinary procedures will be applied consistently, with independent people overseeing and conducting the process; and
- Timesheets will not be authorised by family member or associated person. Where the Coordinator has a member of the family working in the service, timesheets will be authorised by the Area Coordinator.

The Manager OSHC will ensure that approval from the CEO is obtained prior to a family member or personal friend commencing employment.
Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:

#6 Induction and Training

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
Children’s Services Award 2010
Fair Work Act 2009 and National Employment Standards
Staffing Ratios Policy, Staff Practice Policy, Role and Expectations of Staff Policy

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Staff Grievances

YMCA OSHC aims to maintain a harmonious work environment through resolving employee grievances effectively and to the satisfaction of all concerned. YMCA OSHC is committed to addressing grievances in a prompt and effective manner, ensuring the rights of employees are respected. Both employer and employee will abide by their obligations under any relevant industrial award or agreement. The aim of this policy is to ensure that grievances are resolved through discussion between both parties however, the employer acknowledges that, from time to time, individual employees may have grievances which need to be resolved externally in the interest of good relationships/transparency.

Procedures

YMCA OSHC will seek to resolve all genuine and reasonable grievances in the most appropriate way possible in consultation with the complainant.

Discussions with the complainant are not to be conducted in the presence of children, other Educators or parents.

If it is not appropriate for the grievance to be made to the Coordinator, the complainant will have direct access to the Area Coordinator, Manager OSHC, Child Care Group Manager or the Human Resources Manager. The Coordinator will permit and, if appropriate, encourage the complainant to do so. This grievance must be in writing.

The Area Coordinator will assess the grievance and notify the Manager OSHC. The grievance will be discussed and a course of action decided upon. Notification of receipt of the grievance will be sent to the complainant.

The Coordinator, in consultation with the Area Coordinator, will promptly log all grievances, the records of relevant discussions and the resolution of the grievance in a Grievance Record. One copy to be retained at the service and a copy is to be provided to the Area Coordinator.

The Coordinator will ensure that the Area Coordinator is present when meeting with any Educator to discuss a grievance. The Coordinator will make and keep a written record of the discussion at the time, or immediately afterwards, and will have the Area Coordinator and, if possible, the complainant sign that record. A copy should be provided to the complainant on request. A grievances record file will be kept in a confidential manner.
In the event of a grievance, which if proven would constitute a criminal offence which would result in the cancellation of the blue card being made against an Educator by a child, parent/guardian or other Educator, the staff member may be removed from contact duties and given alternative duties to perform, if appropriate. The Manager OSHC will immediately seek advice from the YMCA’s Human Resource advisors. They will then contact the Childcare Group Manager. If the matter is unresolved within two weeks, the Group Manager Child Care will advise the CEO and review the case along with relevant legal and industrial advice.

The YMCA of Brisbane Whistle blower Policy gives direction for Educators who wish to raise a grievance but remain anonymous.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Staff Grievance Policy, Communication with Parents/Guardians Policy, Communication with Community Policy, Information Handling Policy

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Staff Practice

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

Procedures

YMCA OSHC services will strive to ensure that staff practices:

- Foster children’s self-esteem and confidence by allowing them to investigate, imagine and explore ideas as well as experiencing pride and confidence in their achievements;

- Empower children to make choices, guide their own play and extend their interests with enthusiasm, energy and commitment, through supporting them to understand, self-regulate and manage their own emotions in a way that reflects the feeling and needs of others;

- Promote children’s sense of belonging, connectedness and wellbeing through consistently positive and genuinely warm and nurturing interactions;

- Support children’s communication through engaging them in a range of methods from sustained conversations about their ideas and experiences to providing opportunities for music, books etc;

- Respect the diversity of families within the community and allow opportunities for children to broaden their understanding of the world in which they live through the investigation of histories, cultures, languages and traditions;

- Demonstrate flexibility in program delivery, incorporating children’s ideas, culture and interest to ensure experiences are relevant and engaging as well as being creative in the use of equipment and materials to stimulate children’s interest and curiosity;

- Support children to explore different identities and points of view through play and everyday experiences, acknowledge each child’s uniqueness and are aware of, and responsive to, children who may require additional assistance to participate;
- Allow and assist children to document their learning experiences using various methods such as photographs, journals and/or art and craft displays;

- Reflect on planning and implementation of activities in relation to the ‘My Time, Our Place’ Framework for School Age Care and their knowledge of the children’s current learning and development through regular completion of activity observations and/or learning stories;

- Support all aspects of children’s health, ensuring that their individual health and wellbeing requirements are met and supporting them to learn about healthy food, drink and lifestyle choices;

- Demonstrate a commitment to children’s health and safety through role modeling hygiene and sun safe practices, complying with service policies and procedures relating to the environment and/or equipment and supporting children to negotiate play spaces to ensure the safety and wellbeing of themselves and others;

- Support a balance of indoor, outdoor, planned and spontaneous physical activities and passive experiences for children by encouraging participation in new and/or unfamiliar activities and accepting the children’s level of involvement according to their skill and ability;

- Demonstrate a commitment to ensuring children are protected through compliance with service policies and procedures relating to the safety and/or collection of children in the care of the service;

- Demonstrate a commitment to regularly review and update knowledge and/or skills and practices in line with current professional standards and/or guidelines through the development and implementation of a professional development plan, in conjunction with the service co-ordinator and in line with identified service needs;

- Support other staff members to achieve the goals as outlined in the service philosophy and goals by sharing expertise, modelling best practice, providing feedback and leading discussions at regular team meetings;

- Support families through creating an inclusive and welcoming environment where sharing of information about their child is encouraged, concerns are responded to in a prompt and courteous manner, suggestions and/or ideas for improvement are acknowledged and additional support agencies are accessed if required;
- Support and encourage families and children’s involvement in their local and wider community, through participation in appropriate projects and/or events and engaging children in sustainable practices within the service.

YMCA OSHC has developed a professional Educator Commitment for OSHC staff to establish a consistent and diligent approach to working with children, families, management and other staff in the OSHC community. The Educator Commitment provides a foundation on which to develop mutual respect, trust and appreciation of others. It defines values and enables our practitioners to reflect on their roles and to make responsible choices.

YMCA OSHC expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Employees are expected to actively demonstrate a positive attitude towards their work, the service and the service’s clients. The service requires that all employees abide by the code of conduct at all times during their interactions with children, families, community members, management and other employees.

The Educator Commitment has been constructed with respect to the National Quality Framework and the United Nations Declaration of the Rights of the Child.

Staff shall be expected to consistently uphold the Educator Commitment during their employment with the service.

Breaches to the Educator Commitment shall be taken seriously which may result in appropriate action taken on behalf of the employer/service.

In relation to children I will:

**Respect the individuality and diversity of each child.**

I will do this by:

- Taking the time to get to know each child, learn their names and use their names appropriately;
- Having realistic expectations of children and acknowledging children’s strengths;
- Showing, respecting and taking an interest in children’s diverse backgrounds;
- Understanding and respecting that each child is unique;
- Valuing children’s ideas and opinions;
- Making time each day to have meaningful interactions with children;
- Acknowledging and responding to each child’s feelings appropriately.
Foster friendships, self-esteem and confidence.

I will do this by:

- Encouraging friendships between children of various ages, genders, cultures, diverse needs and abilities;
- Encouraging children to discover and attempt new experiences;
- Creating environments in which all developmental needs are met;
- Allowing children to make their own choices and facilitating the opportunity to do so;
- Providing opportunities for negotiation, cooperation and team building;
- Enhancing children’s life skills;
- Being trustworthy and available to children;
- Acknowledging positive behaviour;
- Providing support to children to help them reach their full potential.

Attend to children as a priority.

I will do this by:

- Listening and responding genuinely and with sensitivity to all children when they speak to me;
- Actively demonstrating understanding of the child’s perspective;
- Being courteous and respectful;
- Making myself available to children and putting their needs first;
- Making time to listen, learn, teach, play, read, watch and talk to children;
- Being flexible, caring, patient and considerate at all times;
- Reporting all suspected instances of child abuse as required by relevant legislation and the policies and procedures of this service.

Provide a stimulating, happy, safe, and inclusive environment for all children.

I will do this by:

- Planning environments which nurture the social, emotional, and physical needs of all children;
- Promoting independence and creativity;
- Reporting any necessary Workplace Health & Safety issues;
- Being diligent with supervision at all times to maintain children’s safety and wellbeing;
- Encouraging all children to participate in the program;
- Offering a variety of indoor/outdoor, quiet/active/individual and group activities;
- Providing a wide variety of developmentally appropriate activities;
- Introducing interesting and new experiences and resources;
Ensuring all children are provided with opportunities to understand the rules/guidelines;
Guiding children’s behaviour using a positive, consistent and supportive approach.

In relation to families I will:

**Be responsive to all families.**

I will do this by:

- Consulting with families regarding their needs and expectations of the OSHC program;
- Understanding and respecting each family’s right to make decisions for their children;
- Providing opportunities for discussions with families;
- Maintaining effective communication with families and building supportive environments to share relevant information about their children;
- Upholding confidentiality and privacy at all times;
- Making parents feel welcome.

**Support all families.**

I will do this by:

- Providing advice and support to families regarding their children and the OSHC program;
- Being empathetic and understanding;
- Providing a nurturing environment for all children;
- Building trusting and caring relationships with all families;
- Being friendly, open and honest;
- Gathering literature from other professional agencies to support parents;
- Using discretion and tact when dealing with sensitive issues.

**Communicate effectively with all families.**

I will do this by:

- Informing parents about the communication processes;
- Communicating regularly and positively using various methods suitable to differing family needs;
- Providing up to date information regarding all aspects and elements of OSHC;
- Providing different means of communication support including interpreters, translations and sign language when appropriate;
- Providing opportunities for families to discuss issues or concerns with us regularly.
Encourage all families to contribute to the OSHC program.

I will do this by:

- Actively seeking their ideas to enhance the program;
- Inviting parents to share their own experiences and interests with the program;
- Providing environments which are inclusive of all children;
- Empowering families to be a valued component of the program;
- Invoking parents in the evaluation of the program and other relevant activities;
- Encouraging families to participate in the program and valuing their ideas, expertise and knowledge;
- Actively encouraging all families to contribute to the program.

In relation to myself as a professional I will:

Increase and demonstrate my knowledge of OSHC.

I will do this by:

- Participating in Professional Development opportunities such as training, conferences & seminars;
- Understanding the policies and procedures of our OSHC service;
- Abiding by the National Quality Standards;
- Contributing to and participating in the process of continuing improvement;
- Being committed to achieving effectively the philosophy and goals of the service;
- Gathering and sharing information from a range of sources that may support the development of my own knowledge, ability and skill;
- Networking with other OSHC professionals;
- Making a personal commitment to ongoing performance improvement.

Increase and demonstrate my knowledge of middle childhood.

I will do this by:

- Updating and maintaining knowledge of current theories and practice;
- Accessing information and support from peak bodies;
- Inviting experts from diverse, special needs and other relevant areas to share current information;
- Advocate for the importance of play in middle childhood;
- Actively requesting and seeking information to enhance my knowledge.
Be a good role model

I will do this by:-

- Adopting an appropriate professional dress code;
- Observing personal hygiene and grooming;
- Advocating for the rights of children and families;
- Valuing and promoting the OSHC sector;
- Treating all children, staff and parents fairly and equitably;
- Demonstrating appropriate behaviour;
- Maintaining confidentiality and privacy;
- Working in a professional manner observing honesty and integrity at all times;
- Showing genuine warmth, respect and care;
- Being dependable and reliable;
- Valuing individual differences and modelling fairness, equity and anti-bias;
- Fostering a sense of trust and acceptance in myself and in others;
- Giving recognition openly and freely;
- Creating a peaceful environment;
- Using natural and logical consequences to support children’s behaviour;
- Maintaining a positive attitude;
- Speaking positively and constructively;
- Projecting a professional image of both myself and the organisation.

Strive to become an enhanced child care professional

I will do this by:

- Respecting and caring for myself;
- Modelling a healthy lifestyle;
- Being assertive and punctual;
- Being enthusiastic, helpful and committed to the OSHC profession;
- Respecting children, colleagues, parents and the wider community;
- Actively challenging bias and prejudice.

In relation to colleagues I will:

Respond ethically in our working relationships.

I will do this by:
• Understanding, respecting and valuing the diversity of all colleagues;
• Working cooperatively and collaboratively with others to sustain the philosophy and goals of the service;
• Maintaining a professional dignified and honest attitude when dealing with conflict or disagreements and differing beliefs;
• Listening attentively to other points of view;
• Encouraging and supporting the achievements of others;
• Supporting and valuing the ideas and suggestions of all colleagues and encourage active communication;
• Supporting behaviour issues in an open and honest manner;
• Actively supporting colleagues in responding to the needs of children and families;
• Being honest and respectful when giving and receiving constructive feedback.

Strengthen relationships

I will do this by:

• Encouraging all colleagues to contribute to the program and decision making process;
• Actively encouraging colleagues to offer suggestions;
• Being assertive and asking for advice and help when needed;
• Encouraging new employees to share ideas which they may have learned from previous experience;
• Regularly attending and actively participating in staff meetings;
• Learning about colleagues’ principles and values;
• Attempting to understand the different perspectives of colleagues;
• Valuing colleagues’ personal beliefs about their work;
• Working collaboratively with colleagues to further enhance the OSHC team;
• Being supportive and caring towards colleagues;
• Actively and attentively communicating allowing others the opportunity to be heard.

Create an enjoyable working environment

I will do this by:

• Participating in regular, effective staff meetings which are supportive, encouraging and informative;
• Working together to achieve goals and review them regularly;
• Being supportive and cooperative;
• Constantly striving to improve and achieve a high standard of quality care for children through the process of continuous improvement;
• Sharing the leadership role;
• Creating opportunities to allow colleagues to share and use their knowledge, skills and talent;
• Embracing and displaying positive attitudes every day;
• Building trusting relationships with colleagues;
• Acknowledging others for their efforts;
• Contribute to the smooth operation of the service;
• Being proud of the collective achievements and of the quality of care provided for children.

In relation to Management I will:

Support Management to meet legislative requirements.

I will do this by:

• Ensuring my interactions and behaviour is consistent with the requirements of relevant legislation and expectations of the service;
• Informing management when a potential legislative issue may arise;
• Passing on to management relevant correspondence received by the myself with regard to legislation where appropriate;
• Keeping management informed of changes to legislation that I may become informed of through my role;
• Regularly reporting to management as required through various methods;
• Providing professional advice to management through appropriate methods of communication.

Work collaboratively and consistently to ensure my job is performed to the best of my ability.

I will do this by:

• Actively participating in performance reviews;
• Committing to professional practice and performance improvement through professional development and learning;
• Valuing myself as a professional;
• Understanding the position description for my role;
• Completing administrative tasks as required in a timely and consistent manner;
• Being honest and reliable;
Supporting colleagues.

**Positively promoting and valuing the service.**

I will do this by:

- Speaking positively of the service in the community;
- Speaking positively of the service management to colleagues;
- Using appropriate methods for raising grievances and concerns;
- Being respectful, considerate and supportive of those who engage in management roles whether their position be paid or voluntary.

**In relation to the Community I will:-**

**Encourage Community involvement.**

I will do this by:

- Keeping the Community informed and updated about the profession;
- Actively seeking involvement from diverse groups, support agencies and relevant authorities;
- Advocating for the rights and needs of all children and families;
- Actively working in cooperation with professional agencies to promote the valuable role of OSHC within the community;
- Providing a service to the community which supports the well-being of all children;
- Participating in community organisations which further the success of OSHC;
- Advocating for all OSHC services to provide quality care for children;
- Create opportunities to support the wider community;
- Abiding by relevant legislative requirements;
- Continually improving the quality of care provided for children;
- Providing information about the service in languages other than English as required by the community;
- Developing links with relevant community organisations to promote mutually beneficial relationships for children and families.

**Provide professional OSHC programs.**
I will do this by:

- Engaging staff who have an understanding of middle childhood, children’s needs, abilities and who are advocates for developing themselves as professionals;
- Creating stimulating experiences for all children regardless of age, gender, cultural and special needs;
- Enhancing life skills of children to give them greater opportunities to become independent and self-reliant;
- Encouraging global learning through promoting an understanding of the world;
- Providing enriching activities which enhance children’s social and emotional growth;
- Fostering self-understanding, positive peer interaction, and initiative;
- Ensuring programs support community involvement.

**Promote social and environmental awareness.**

I will do this by:

- Challenging bias and prejudice;
- Encouraging the socialisation of all children and families;
- Advocating for all families in the community;
- Enhancing relationships and awareness between children, the community and the environment;
- Fostering friendships and self-esteem of all children;
- Educating children in protective care;
- Providing programs which will increase the community’s ability to support and nurture healthy children;
- Acting responsibly and respectfully towards other children’s services.

**Supporting citizenship opportunities for children so that they may become active community members.**

I will do this by:

- Developing their life skills and to support their understanding of workforce and work-related skills;
- Increasing their personal skills such as loyalty and commitment, enthusiasm & adaptability;
- Encouraging communication, teamwork, planning and organization;
- Encouraging problem-solving, initiative and self-management;
- Fostering skills which relate to real life.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
YMCA Quality Manual
Staff Employment Policy, Staff Role and Expectations Policy, Volunteers Policy, Program Planning Policy, Program Evaluation Policy

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Staffing Ratios

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

Procedures

In setting staff ratios, YMCA OSHC will be guided by the Education and Care National Regulations 2011 and the transitional provisions for Queensland, which set out the following:

- A maximum of 15 school age children to one staff member;
- Where pre-prep children are onsite a maximum of 11 children to one staff member;
- Staff must be working directly with children to be included in the ratios;
- At a minimum one staff member, with the required first aid qualifications, will be in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.

Children who may require additional support, assistance or attention are considered. This may include extra staff in accordance with funding and support arrangements for that child.

For excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted. When setting these ratios the following aspects of the excursion will be taken into account:

- The proposed route and destination for the excursion;
- Any water hazards and/or risks associated with water-based activities; and
- The transport to and from the proposed destination for the excursion; and
- The number of adults and children involved in the excursion; and
• Given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialized skills are required (e.g., life saving skills); and

• The proposed activities and duration of the excursion.

Generally there will be a maximum of eight school age children to every one staff member for excursions. Where this is swimming involved, swimming permission forms will be collected and ratios will be determined based on children’s swimming ability level. Regardless, there will be a maximum of five school age children to every one staff member for swimming.

There will at all times be at least two adult staff members, or one adult staff member and another adult at, or near, the service ready to help immediately if required.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
YMCA Quality Manual
Drills and Evacuation Policy, Illness and Injury Policy, Excursions Policy, Transport for Excursions Policy

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Staff Role and Expectations

YMCA OSHC encourages the building of skilled, qualified and motivated staff who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at the service.

Procedures

For the purposes of this policy document the terms Coordinator and Nominated Supervisor have been used interchangeably as the roles and responsibilities of each position are similar.

YMCA OSHC shall require that all persons employed (whether for financial remuneration or as volunteers) in the service are fit and proper to undertake the work for which they are engaged in the service. It shall be a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

The Education and Care National Law 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. Staff who hold a Supervisor Certificate are eligible, with their consent, to be the Nominated Supervisor of a service.

As the person responsible for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities including (but not limited to):

- Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
- Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
- Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
- Ensuring appropriate health and hygiene practices are developed, implemented and practiced by educators and children;
- Ensuring the prescribed levels of staff to child ratios are met and each staff member at the service meets the qualification requirement relevant to their role.
A person is considered fit and proper if, in the reasonable opinion of the Nominated Supervisor (or other appropriate delegate of the Approved Provider of the service) they:

- Are capable of providing an adequate standard of child care in the school age care setting;
- Are of good character and suitable to be entrusted with the care and protection of children;
- Have obtained and given to the Approved Provider of the Service, as appropriate, a current positive suitability notice (or copy of paid application), under the Commission for Children and Young People Act, 2000.

The Approved Provider shall ensure that all staff have a current position description detailing their role and duties as per their position.

The Coordinator shall ensure that staff are fully informed of the Policies and Procedures of the service, including all changes to them, by providing a Staff Handbook and appropriate forums to provide feedback and ideas to the Coordinator for the ongoing improvement of the service.

The Coordinator shall ensure that there is an up-to-date copy of the Education and Care Services National Law 2010 and Regulations 2011 at the service for reference by staff and so that they are made and kept aware of its relevance and application to them.

The Coordinator shall convene regular meetings with staff to keep them informed of all matters of concern relating to the service which it is relevant or necessary for them to know in order to do their job confidently. Minutes of these meetings will be recorded.

Staff who require regular medication will hold a medical certificate that confirms their ability to care for children.

Staff members have a responsibility to:

- adhere to the Policies and Procedures of the service as well as any direction given by the Coordinator in relation to their job role;
- Actively supervise children in all areas of the service by being within sight and/or hearing distance;
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
• Foster all children’s self-esteem and confidence, empowering them to make choices and guide their own play;

• Promote children’s sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;

• Treat all children equitably and respond positively to all children who require their attention;

• Communicate with children respectfully, taking the time to listen and value what they say;

• Work collaboratively to challenge, support, reflect and learn from other staff in order to further develop own skills and practices;

• Consistently implement and reflect on individual practices as documented in the ‘My Time, Our Place’ Framework for School Age Care:
  
  ▪ Holistic Approaches;
  ▪ Collaboration with Children;
  ▪ Learning Through Play;
  ▪ Intentionality;
  ▪ Environments;
  ▪ Cultural Competence;
  ▪ Continuity and Transitions;
  ▪ Evaluation for Well-being and Learning.

Staff members have a right to:

• Be respected;

• Be treated courteously by children, parents and other staff;

• Work in a safe, clean and supportive environment;

• Be valued and supported as a professional;

• Be offered professional development opportunities;

• Have ideas and opinions valued.
Educational Leader

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

The Approved Provider must nominate a suitably qualified staff member as the Educational Leader for the service. The Educational Leader will be responsible to:

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

Employee Health

YMCA OSHC expects that employees shall take a conscientious approach to managing their own health and in protecting the health and wellbeing of children, colleagues and others engaged in the service’s program and activities. Employees shall not attend to work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their position.
Employees who are unwell should not attend to work and should notify their supervisor at their earliest convenience that they are unfit for work. (Medical certificates may be required.)

Employees may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.

Employees who become unwell whilst on the job shall report immediately to their supervisor and may be relieved from duties.

Employees who have been diagnosed with or suspect that their illness is due to infectious disease shall follow the guidelines as specified by the service in regards to exclusion periods.

**Fit for Work**

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

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

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

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

**Responsibilities**

The Approved Provider/ Coordinator will:

- Be responsible for assessing the fitness for work of employees under their control, while they are on duty;

- Immediately stand down any employee suspected to be under the influence of alcohol or other drugs;

- Immediately stand down any employee that is not physically fit and capable of performing their duties.
Any such employees must not return to work until they are able to demonstrate that they are fit to work, this will be done in conjunction with the YMCA Workplace Health and Safety Manager and HR Manager.

Each employee is responsible for:

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

All such information will be dealt with in strictest confidence.

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

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
YMCA Quality Manual
Staff Employment Policy, Information Handling Policy, Preventative Health and Wellbeing Policy, Behaviour Support and Management Policy, Staffing Ratios Policy, Staff Practice Policy

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Staff Training

YMCA OSHC endeavours to provide adequate and relevant ongoing training and development for staff to enable them to do their job confidently and to properly comply with these Policies and Procedures and other requirements of the service.

Procedures

The Manager OSHC, Area Coordinator and/or Coordinator will facilitate opportunities for Educators to access information for professional development and learning on a regular basis about issues relevant to:

- The operation of the service and its Policies and Procedures;
- Legal or other regulatory requirements; and
- Other issues of interest or benefit to staff to help them better do their job in the overall interests of the service and the children.

Professional development training will be offered to staff throughout the year. This training will be on topics identified by the Coordinator, Educators, Area Coordinator and Manager OSHC. Professional development may occur through, but not limited to, the following:

- In-service programs;
- Needs assessment surveys;
- Workshops;
- Courses and conferences;
- Seminars;
- Staff meetings; and
- National Quality Framework processes.

Where possible professional development sessions will be held at the service, however on occasion employees may be required to travel to other locations for training.

Educators will be paid for attendance at compulsory training. Hourly pay rate whilst attending training are detailed in Letters of Appointment.
Educators will be informed of non-compulsory training opportunities provided by organisations other than the YMCA. It is expected that staff will undertake non-compulsory training in their own time. YMCA OSHC may contribute to registration costs for non-compulsory training. Educators wishing to access non-compulsory training will advise the Area Coordinator.

From information obtained through staff evaluations, performance reviews and observations made of both the service and children’s needs, professional development plans are derived for each Educator. Comprehensive professional development records will be maintained for all YMCA OSHC staff.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Budgeting and Planning Policy, Risk Management and Compliance Policy, Staff Role and Expectations Policy, Staff Practice Policy, Staff Employment Policy

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Strategic Planning

YMCA OSHC acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of our services.

Procedures

The Manager OSHC shall plan, at a minimum, one meeting each year where OSHC Administration Office staff strategically review operations and to take a planned approach to the YMCA OSHC's future. Service Coordinators shall be involved in the process of strategic planning and shall provide the following documents for a 12 month preceding time period to enable the process, including but not limited to:

- Budget analysis;
- Attendance patterns;
- Calendar of Events; and
- Marketing materials/records.

The Manager OSHC may seek external support and advice in the process as required.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Budgeting and Planning Policy, Facilities and Resources Policy

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Toileting Children

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

Procedures

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

All children shall be supervised whilst accessing the toilet facilities. Due to the versatile locations and the varying needs of children in individual OSHC environments, all services have undertaken a site specific risk assessment and have developed a procedure that directs Educators on how best to supervise toileting.

Assisting children with toileting

Staff will be required to support the personal hygiene of children with toileting when it becomes known to them that a child is in need of assistance. If a child is involved in a personal hygiene incident, staff will assist the child to the toilet and follow hygiene procedures, the Parents/Guardian will be notified and if deemed necessary, asked to collect the child.

To ensure we respect the dignity and meet the needs of children in our care, only one Educator will be directly assisting the child with the toileting process, unless otherwise specified by the family (for example; children requiring assistance with a hoist).

To ensure we provide supervision in accordance with the YMCA of Brisbane Safeguarding Children and Young People policy while recognising the unique needs of the young people accessing this service, the following controls have been put in place:

- All Educators will be provided with training and support to assist in toileting children, particularly in the case of children with high support needs. This may be through written communications, direct training and/or meetings.
• A toileting kit will be available to assist Educators with toileting issues. The kit includes gloves, wipes, hand sanitiser and appropriate bags for soiled materials. (Attention will be given to any children with allergies to latex.)

• Staff will notify the Coordinator that a personal hygiene incident requires their support and, where possible, a second team member shall be called to be present during the toileting support.

• Gender and developmental consideration should be given to the situation in ensuring the most appropriate Educators manage the situation and that the process is open and transparent.

• Staff will support children’s emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child.

• All Staff will assist children to toilet and follow hygiene procedures by:
  
  o Encouraging children (if able) to clean themselves independently through provision of suitable wipes and means of disposal (wipes are not suitable for flushing).

  o Ensuring hands are cleaned, sanitized, and gloves are generally worn.

  o Educators will complete a record of each time spent alone with a child in the toilet. This record will include the start and finish time of the toileting procedure. Immediately after the toileting process has ended the Educator will complete the toileting record and a second Educator will co-sign the document to signify that the Educator has returned to the main group and the information recorded is an accurate reflection of the time frame spent away from the group.

  o Staff and young people that are taking a longer than expected time, (more than 10 minutes), will be checked on by a second Educator. The ability to maintain communication will be in place at all times.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes and pull ups to the service. Parents/Guardians of children who require regular assistance with toileting may be requested to provide support to Educators to ensure the situation is appropriately handled.
Toileting on Excursions

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

- A risk assessment will be conducted prior to the excursion with all Educators required to read and sign off.

- On arrival at the toilet facilities and each time during use, the toilet cubicles shall be checked for physical and hygienic safety by an Educator before being used by the children. Ideally, Educators will ensure that all members of public have left before using the toilets.

- A minimum of two Educators will be present when possible to supervise children’s use of the toilets.

Staff access to toilets

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

- The Educator will notify another team member that they intend to use the toilet;

- The Educator will ensure that no children are in the immediate area of the toilet prior to accessing the toilet facilities;

- The Educator will lock the entrance to the toilet. If this is not possible then a sign shall be placed outside the toilet to notify children that an Educator is using the toilet and that they cannot be accessed at this present time by children.

References and Related Policies:

Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian Act 2000
YMCA of Brisbane Safeguarding Children and Young People Policy
YMCA Quality Manual
Communication with Parents/Guardians Policy, Diversity, Inclusion and Respect Policy, Enrolment Policy, Excursions Policy, Staffing Ratios Policy

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Transport for Excursions

Transport used by YMCA OSHC will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act 1995. Parent/Guardian permission will be obtained prior to the transportation of all children by YMCA OSHC. At no time will staff be permitted to transport children in their own cars.

Procedures

YMCA OSHC services maintain the staff:child ratio standard for excursions (1:8) at all times, including while travelling to and from the excursion venue. Variations to this ratio will be based on the excursion Risk Assessment.

Selecting Transport

All vehicles used are registered.

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

Drivers are licensed to carry the required number of passengers for the purpose. The Coordinator will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion.

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

The Coordinator will in all cases check prior to the excursion what alternative arrangements are available in the event of breakdown.

Transport will be by local bus company or public transport. When using charter buses, seat belts will be used wherever possible.

Children will not be left in the sole care and custody of bus drivers or any person that is not a YMCA staff member.

Vehicle Restraints

YMCA OSHC promotes safety in the transporting of children in vehicles during the operation of program activities. The following measures support legislative attempts to reduce the effects of serious injury or death in the event of a crash.
Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required. The restraint provisions for four to seven year olds apply to a bus that has 11 or 12 seats. For this reason buses with 12 seats or less will be used minimally.

The service shall provide appropriate child restraints in accordance with recommendations for children 4-7 years. These are a booster seat with H-harness or a booster seat with a secured adult seatbelt. Booster seats provided shall be Australian Safety Standard approved. (Australian Standard AS 1754 Child Restraint Systems Used in Motor Vehicles.)

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

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

Vehicle Breakdown/Accident

While waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities. In the event of a late return to YMCA OSHC, every effort will be made to notify parents/guardians.

References:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Transport Operations (Road Use Management) Act 1995
Child Restraint Legislation, Department of Transport and Main Roads 2010
Staffing Ratios Policy, Excursions Policy, Illness and Injury Policy
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Volunteers and Students

Volunteers and students occasionally become a part of our team at YMCA OSHC and are managed in a consistent and professional manner, in accordance with the other policies of the service which apply to employees, modified only as necessary to reflect the voluntary nature of the role. For the purpose of this policy, volunteers also refer to students who are unpaid and volunteering for skill/knowledge acquisition.

Procedures

All procedures of YMCA OSHC which are applicable to employees, apply to volunteers and students except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.

Volunteers and students must hold a blue card before they begin volunteering. Certified copies of their Suitability Card and/or Positive Notice will be kept on file at the service. A Verification to Authorise Blue Card form will be completed by the volunteer.

Volunteer workers will not be counted towards the educator to child ratios for the service. All volunteers will be fully supervised. Risk assessments will be conducted, as necessary, when utilizing volunteers. All volunteers will sign the Volunteer Register on arrival and departure.

Volunteers and students, have the opportunity to:

- Develop an awareness of YMCA OSHC’s background, policies and procedures;
- Develop an awareness of how YMCA OSHC functions, through involvement in the daily routines and activities;
- Develop an awareness of how YMCA OSHC meets the needs of the children and their families;
- Plan and present appropriate activities for groups and individual children;
- Develop techniques for observing and recording children’s behaviour;
- Develop communication skills with Educators and parent/guardians; and
- Develop age appropriate behaviour management techniques for groups and individual children.

The Coordinator will ensure that all students and volunteers are given tasks and responsibilities appropriate to their skill level and capabilities.
The Coordinator, or Area Coordinator, will liaise with students’ supervisors as required.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA of Brisbane Safeguarding Children and Young People Policy
Staff Role and Expectations Policy, Information Handling Policy

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Water Safety

YMCA Outside School Hours Care recognises water play as an enjoyable and valuable play experience for children. YMCA identifies that any water play undertaken should also have an educational purpose.

YMCA Outside School Hours Care ensures that all health and safety guidelines are maintained during water play experiences. YMCA identifies that water play around young children can become a danger when not adequately supervised.

Procedures

Educators working in YMCA Outside School Hours Care must hold and maintain a current approved first aid qualification that includes CPR with the knowledge and ability to implement safety procedures.

Wading/Paddling Pools

- Educators must be in attendance at all times when children are participating in water play

- Risk Management Plans are developed and provided to parents of children attending the activity for their signature when paddling in a wading pool is planned to occur.

- Children with medical concerns such as diarrhoea, upset stomach, open sores, or nasal infections will not be permitted to use swimming pools or wading pools in accordance with the “Staying Healthy in Child Care” guidelines.

- If a wading pool is used, it must be filled just before use and emptied as soon as the activity has finished. The pool will be packed away or overturned to ensure that it does not gather rainwater. Any wading pool used must not exceed a height of 300 mm and can be easily emptied by one person. Paddling is allowed as long as there is firm footing in a shallow water area and the Educator maintains close supervision.

Swimming Pools
- Swimming is defined as an activity where children are likely to enter water in which swimming could be undertaken.

- A swimming pool (as defined in the Australian Standards 1993) is any excavation or structure, including a wading pool or spa, that can contain water to a depth of 300mm or more and used primarily for swimming, wading, or paddling.

- Pool Safety Certificates must be obtained from a Licensed Pool Safety Inspector and renewed every two years. Before undertaking this activity a copy of the pool’s certificate must be provided to the service to be kept on file.

- When there is a swimming pool located on service grounds an Educator will complete the daily travel path to ensure that fencing and safety aspects are checked prior to each session of care.

Other Items

- Ornamental ponds and water containers must be made inaccessible to children. Any ornamental ponds and water containers over 300 mm must be either fenced, or securely meshed. When identified within a service’s licenced areas, a risk management plan will be established and implemented.

- Unfenced permanent bodies of water such as, but not restricted to, lakes, dams, beaches, rivers and creeks are to be avoided where possible. If attending these areas a Risk Management Plan will be put in place before attending.

- Sprinklers and soaker hoses may be used if children are constantly in the sight of the Educator at all times.

- If a nappy bucket is used it should have a tight-fitting lid, and be kept closed at all times, off the floor and out of a child’s reach.

- Make sure there are no trellises, ladders, windows or trees that a child could climb to gain access to a water tank.

- Hot water pipes are to be made inaccessible to children.
• Indoor fish-tanks which are within a child’s reach will be covered with a stable and secure lid.

Policy Sources:

• Queensland Child Care Regulation 2003 Part 4 Division 1
• Building Act 1975;
• Building Regulations 2006;
• Building code of Australia - AS 1926.1 Amendment 1 2007; AS1926.2 Amendment 1 2007;
• Local Government Regulations
• State Government Legislation
• CR014 –Swimming Pool Safety Brochure (PDF), Queensland Dept of housing and local Government
• Playground Safety Resource, Kidsafe QLD Inc. (2010)
• Kids Alive; Do the Five, www.kidsalive.com.au
• Kidsafe Qld www.kidsafeqld.com.au
• Staying Healthy in Child Care

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#47 Staffing Ratios

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Building Act 1975;
Building Regulations 2006;
Building code of Australia - AS 1926.1 Amendment 1 2007; AS1926.2 Amendment 1 2007;
Local Government Regulations
State Government Legislation
CR014 –Swimming Pool Safety Brochure (PDF), Queensland Dept of housing and local Government
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Workplace Bullying and Harassment

YMCA OSHC considers workplace bullying and harassment unacceptable and will not tolerate it under any circumstances. Workplace bullying and harassment is ‘the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice’. It includes behaviour that intimidates, offends, degrades or humiliates a worker, possibly in front of staff, management or families, together with any form of discrimination or sexual harassment. YMCA OSHC believes that all staff should be able to work in an environment free of bullying and harassment. Occasional differences of opinions, conflicts or problems in working relationships may occur as part of working life but if the behaviour is unreasonable and offends or harms any person then workplace bullying exists and must be stopped.

For the purpose of this policy, workplace bullying and harassment means a pattern of abuse of workers or co-workers which may include:

- Yelling, screaming, abuse, offensive language, insults, inappropriate comments about a person’s appearance, life or lifestyle, slandering a worker or their family;
- Belittling opinions or constant criticism;
- Isolating workers from normal work interaction, training and development or career opportunities;
- Overwork, unnecessary pressure, impossible deadlines;
- Underwork, creating a feeling of uselessness;
- Undermining work performance, deliberately withholding work-related information or resources, or supplying incorrect information;
- Unexplained job changes, meaningless tasks, tasks beyond a person’s skills, failure to give credit where due;
- Tampering with a worker’s personal effects or work equipment;
- Teasing or regularly being made the butt of pranks/practical jokes;
- Displaying written or pictorial material which degrades or offends a worker or group of workers; and
- Unreasonable ‘administrative sanctions’ e.g. undue delay in processing applications for training, leave or payment of wages.
PROCESSES

Educators who experience workplace bullying or harassment should keep a diary record of these instances. The person allegedly being bullied or harassed may approach the alleged bully/harasser (only if appropriate) and ask them to stop the bullying or harassment.

If this is not suitable, contact must be made with the Coordinator or Area Coordinator in writing, detailing concerns. The Area Coordinator immediately contact the Manager OSHC who will seek advice from the YMCA’s HR Manager and/or the Department of Industrial Relations. Together, all parties will attempt to resolve the problem.

All meetings will be minuted and treated in a confidential manner. Information including letters of complaint and meeting minutes will be stored confidentially. Each party will receive a report on the outcome of the investigation.

Access to counselling and/or rehabilitation will be offered to both parties, as instructed by Department of Industrial Relations.

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
Commission for Children and Young People and Child Guardian 2000
Work Health and Safety Act 2011
Prevention of Workplace Harassment Advisory Standard 2004
YMCA Quality Manual
Role and Expectation of Staff Policy, Volunteers and Students Policy

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Workplace Health and Safety

For the protection of children, staff, management and the service as a whole, YMCA OSHC will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the current Work Health and Safety (WHS) Act and other relevant legislations. YMCA OSHC promotes health and safety awareness for all people involved in the service. Policies and procedures are developed and monitored to reflect safe work practices. YMCA employs a full time WHS Manager who is available to all OSHC services for consultation on any WHS matter

Procedures

The Coordinator will be responsible to act as the Health and Safety Representative for the service, or to ensure that there is, at all times, an Educator or other appropriate person in relation to the service who is designated in this position, and who shall report directly to the Coordinator.

If the Coordinator or another team member of the service is acting in the role of Health and Safety Representative, the Coordinator will ensure that person has adequate time, education/training and resources to ensure that she/he is able to fulfil the role as required by the legislation.

The Health and Safety Representative shall:

- maintain, in a safe and accessible place, up-to-date, all records and materials required by the legislation and shall be required to provide them to the Coordinator on request;
- regularly check the website or other resources of the Queensland Department of Justice and Attorney General;
- monitor staff practices and ensure up to date information is distributed;
- make recommendations to YMCA OSHC Management on how to improve current systems;
- ensure stairs and walkways are kept clear of furniture, equipment and clutter;
- ensure equipment is arranged with consideration to its purpose and in relation to other areas of play space.

The orientation/induction processes shall contain up-to-date information on the legislative requirements for workplace health and safety.
Dangerous Substances

The Coordinator must ensure that:

- all poisons, disinfectants, corrosive substances and other poisonous and dangerous substances and items are marked in their original containers, kept out of reach of children and placed in a child proof storage facility.
- Unused or unnecessary substances are disposed of in a safe manner.
- All hazardous substances have a MSDS (Material Safety Data Sheet) obtained from the manufacturer which will be kept close to the storage of the product. All hazardous substances are recorded in a register, including a copy of the relevant MSDS. A MSDS is to be completed immediately when handling or using a new hazardous substance.
- Storage of medications and service first aid kit/s, are accessible to educators but not to children.

Maintenance

The Coordinator will be responsible to ensure that the Service has adequate heating, ventilation and lighting at all times.

The Coordinator will ensure that staff remove from use and have repaired or replaced as soon as possible, all equipment that is faulty or broken.

Regular periodic inspections of the service building and surrounding areas will be conducted using environmental checklists and identifying areas such as car parks, gardens and pathways etc.

Regular periodic inspections of all playground equipment will be conducted. Prior to use each day, staff will check all outdoor equipment to ensure it is safe for use, free from items which may cause injury, and is free from splinters and spiders.

Hazards identified from these safety checks will be bought to the Coordinators attention by the staff member. The Coordinator will complete a hazard report and forward it to the relevant authority.

Sandpits will be raked prior to use to check for any animal faeces and any potentially dangerous objects.
Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage. An entry detailing the problem will be entered into the team communication book and all staff will be instructed on any restrictions necessary on use of equipment or areas.

The Coordinator will ensure that an approved earth leakage device is installed and operational. Staff will be aware of the location of the power board and how to access the circuits used by the service.

In regards to electrical equipment, responsibility for ensuring the following will be discussed and negotiated with the school Principal:

- Specified electrical equipment is inspected, tested and tagged by a competent person at prescribed intervals and immediately withdrawn from use if it is not safe to use; OR

- Specified electrical equipment is connected to a type 1 or 2 safety switch. The safety switch must be tested at prescribed intervals and withdrawn from use if not working properly.

Staff will be instructed in the safe use and storage of electrical equipment associated with their work.

The Coordinator will ensure that all fire safety equipment (extinguishers and blankets) are maintained in accordance with the Building Fire Safety Regulation 2008.

**Manual Handling**

YMCA OSHC Management will ensure that all team members have adequate training in relation to lifting and manual handling techniques used at the service. Staff must use lifting equipment (eg hoist) if available.

The Coordinator will ensure that appropriate lifting and manual handling techniques are practiced by staff and/or volunteers. Staff must inform the Coordinator if they have any medical or health issues that may place them at risk of injury when lifting or moving people/objects.

**Sharps/Dangerous Objects**

‘Sharps’ refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass.
As part of the service daily safety checklists, educators may be required to dispose of needles/sharp hazards that are found in playground and sandpit areas as well as clean up broken glass that may be contaminated with blood.

The Coordinator will put together a sharps disposal kit consisting of disposable gloves, appropriate tongs and a strong puncture proof plastic container with a screw top lid.

For the collection and disposal of needles and/or dangerous objects:

- On finding or on suspicion of finding any sharps, immediately inform the Coordinator, or person in charge.
- Coordinator or person in charge, to carefully inspect, to ensure no additional sharps are in the area.
- To dispose of sharps safely staff should:
  - Not recap needles or lancets.
  - Bring the container to the needle and do not carry the needle over to the container.
  - Use suitable tools (e.g. tongs) to handle sharps. Do not improvise by using sticks or other inappropriate items as these may cause the needle to flick and cause injury.
  - If an appropriate implement to handle sharps is not available, dispose of the needle by picking it up by the middle of the barrel of the syringe.
  - Keep the sharp end of the needle facing away and place the needle in the container sharp end first.
  - Drop the item in the container rather than push.
  - Not place hands inside the container.
  - Dispose of sharps in an appropriate sharps container, never in a waste bin or plastic bag.
  - Securely close the container and lock in the filing cabinet in the service office area.
  - Wear disposable gloves to handle the needle/syringe and wash hands with running water and soap afterwards.
- When sharps bins are used the Coordinator should alert the service Area Coordinator so that a new bin supplied. Sharps containers MUST NOT be placed into the general rubbish stream and must be taken off site, and appropriately disposed of, by the Coordinator at the end of the care session.
• Whenever sharps are found onsite the Coordinator should inform the school Principal at the first available opportunity. This should be within 24 hours.

• All staff should be exceptionally careful when dealing with any sharps, or tasks that may uncover sharps, such as outdoor equipment checks, gardening, removal of rubbish, etc. To minimize the risk of a sharps injury staff should follow the below instructions:
  o wrap all broken items for disposal to prevent cuts during handling.
  o do not lift rubbish bags by the base or compress them manually.
  o do not put your hands in places you can’t see (e.g. behind toilets, basins or into rubbish bins).
  o do not work where there is insufficient light to see discarded sharps.

If you are injured by a used needle:

• Wash with running water and soap as soon as possible;

• Apply a sterile waterproof dressing such as a bandaid;

• Seek medical advice from your doctor, local health centre or Hospital.

• Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor.

Note - Please refer to the following YMCA of Brisbane Quality Manual Risk Management Policies:
#3 Non-conformance Register
#4 OSH
#5 OSH Consultation
#7 Chemical Safety
#8 Manual Tasks
#9 Plant and Machinery
#10 Electrical Safety
#18 Waivers

References and Related Policies:
Education and Care Services National Law Act 2010 and Regulations 2011
National Quality Standard
YMCA Quality Manual
Work Health and Safety Act 2011
Manual Tasks Code of Practice 2010
Hazardous Substances Code of Practice 2003
Fire and Rescue Service Act 1990 and Building Fire Safety Regulation 2008
Preventative Health and Wellbeing Policy, Facilities and Resources Policy, Risk Management and Compliance Policy

Revision:

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